

**Job title: Volunteer Co-ordinator**

**Location:** London Borough of Richmond Upon Thames

**Salary:** £30,215 per annum pro rata + pension contribution

**Hours:** 35 hours per week

**Leave entitlement**: 28 days per annum pro rata + bank holidays pro rata

**Reporting to**: Service Delivery Manager

**Contract length:** 12 months with extension subject to funding

**Closing date for applications:** Monday 29 August 2022 at 5pm

**Interview date:** Week commencing 5 September 2022

**How to apply**: For more information and an application pack please visit us at

 <https://www.citizensadvicerichmond.org/jobs/>

**Job Description**

We are recruiting an important addition to our team - a Volunteer Co-Ordinator who has a passion to build our volunteering programme. We already benefit from the contribution of amazing volunteers, and we want to build on this success, making our volunteer programme bigger, better and higher impact than before.

If you think you have the knowledge of volunteering to help us to achieve this goal, and you have the experience of unlocking people’s potential to make volunteering a viable development pathway for our community and broader, this could be the perfect role for you.

You will take personal responsibility for the recruitment, training (accredited and non-accredited), development and retention of volunteers to enable us to increase our capacity to deliver services to local residents, build a positive and developmental experience for volunteers and staff, and evaluate the impact of volunteering on the charity, the volunteers and the broader community.

You will also be involved in designing and developing robust policies and managing the day-to-day activities of a volunteer training and development programme.

The role will be delivered within our offices with some remote working expected.

Please note that this position is subject to availability of funding. The initial appointment will be for six months with a view to an extension subject to funding.

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Job pack

Thanks for your interest in working at Citizens Advice Richmond. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you’ll find:

* Our values
* 3 things you should know about us
* Overview of Citizens Advice and Citizens Advice Richmond
* The role profile and personal specification
* Terms and conditions
* What we give our staff

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| **Want to chat about this role?**If you want to chat about the role further, you can contact Lorna Reid by emailing lorna.reid@citizensadvicerichmond.org  |
| https://lh6.googleusercontent.com/rV1VVWtESnRAKSo3e13UMETr74uMYm9lmKs6dFFHdlb3XGEZc35rXp0iFmd31iU-rIFvyPOFHd4kMyJdlYti3PXVIC-MSurFNhQsHJju-Awy1zUs-wWpZd-GSaPZfsQlilu9xteE**Our values****We’re inventive.** We’re not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren’t working.**We’re generous.** We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone**.****We’re responsible.** We do what we say we’ll do and keep our promises. We remember that we work for a charity and use our resources effectively. |
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| https://lh4.googleusercontent.com/YD2WcOy-gr-26_A0DWW09BgqTpDqNjFUp2tza7MO4VNgpHTgSrc2v6FSsEV4uPbFWolJl-jrhtXZffr3rkY1htq4wq-FnAdKVlJs8Pwv9Nb7_AODROhWG1-xgu3rLmxJoQtzv0RP | **3 things you should know about us** |

**1. We’re local and we’re national**. We have 6 national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales.**2. We’re here for everyone.** Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won’t turn people away.**3. We’re listened to - and we make a difference.** Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us. |

**How Citizens Advice Richmond works**

Citizens Advice Richmond consists of several busy offices and operates on several outreach locations.

We run a multi-channel service so clients can contact us by email, webchat, telephone and face-to-face drop-ins.

Our staff consist of a diverse team of paid and volunteer staff from a variety of backgrounds.

We organise and host the Richmond Advice Forum and have formed close partnerships across the voluntary sector in Richmond.

You can see more of our work here: [Citizens Advice Richmond](https://www.citizensadvicerichmond.org/)

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| The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.This role sits our network of independent charities, delivering services from* over 600 local Citizens Advice outlets
* over 1,800 community centres, GPs’ surgeries and prisons

They do this with:  * 6,500 local staff
* over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live. |  |

 **Overview of Citizens Advice**

**Role profile**

Responsibility for the recruitment, training and co-ordination of volunteers across the Citizens Advice Richmond service.

**Responsibilities**

Planning and Development

* Responsible for working with different teams within the organisation to assess the need for volunteer support and to plan recruitment accordingly.
* To organise and execute the recruitment of volunteers with an emphasis on local recruitment and skill gaining experience.
* To devise and deliver an accessible training programme for volunteers.
* To devise and deliver ongoing supervision and support for volunteers.

Service Delivery

* Lead the recruitment and induction of new volunteers.
* Develop strong local partnerships to encourage volunteering from a diverse range of lived experiences.
* Support the work of volunteers to ensure that quality and standards meet Citizens Advice requirements.
* Ensure adequate volunteer cover to meet service delivery requirements.
* Maintain and develop standards of service delivery.
* Ensure that appropriate systems are developed and maintained for case recording, statistics, follow up work and quality control.

Volunteer Co-ordination

* Responsible for day-to-day allocation of volunteers, supporting the volunteers in delivery of the services.
* Participate in regular meetings with teams, supervisors’ and staff.
* Arrange regular meetings of the volunteers in group format on behalf of the Service Delivery Manager.
* Create a positive working environment in which equality and diversity are well–managed, dignity at work is upheld and volunteers can do their best.
* Ensure the effective performance of volunteers through regular contact.
* Plan and allocate work, monitor achievement of deadlines and support volunteers as appropriate.
* Ensure that the service area is adequately resourced.
* Encourage good teamwork and lines of communication between all members of the volunteer and staff teams.

Learning and Development

* Identify the learning and development needs of volunteers
* Maintain the volunteer learning and development plan.
* Organise learning and development activities in conjunction with the training supervisor.

Awareness Raising

* Be responsible for the recruitment of volunteers to the Campaigns and Research team.

**Person Specification**

**Experience and knowledge - Essential**

1. Experience of managing the delivery and development of volunteer service(s).
2. Experience of recruiting volunteers.
3. Experience of managing volunteers.
4. Experience of developing and delivering a volunteer training programme based on the principles and advice standards of Citizens Advice.
5. Ability to manage, develop and motivate volunteers.
6. Ability to create a positive working environment in which equality and diversity are well managed, dignity at work is upheld and volunteers are empowered and motivated.
7. Proven ability in building and maintaining healthy and effective teams.
8. Proven ability in managing referral allocation and case management systems.
9. Proven ability in developing and maintaining effective relationships with partners across the sector.
10. Ability to monitor and maintain casework systems and procedures.
11. Ability to lead and contribute to a team, including prioritising own work and the work of others, and take decisions in the day to day running of a busy service.
12. Ability to produce accurate statistical reports for funders.
13. Ability to communicate effectively verbally and in writing.

**Desirable**

1. Recent experience of delivering advice across a number of areas of social welfare law.