

Volunteer Co-Ordinator

Role Purpose

- To work within the local Service and Central Volunteer teams to pilot new ways of working with Volunteers.
- To reduce the skills gap of entering paid employment and offer bespoke training to utilise Volunteers most effectively.
- To support safe and effective Volunteer activity through robust recruitment and new starter administrative processes.

Key duties and activities of the role

- Support and advise on the delivery of high-quality, person-centred services, responding to the individual and diverse needs and preferences of our local Volunteer roles.
- In line with organisational processes, procedures and timescales, provide administrative support with recruitment processes including creating advertisements and undertaking safer recruitment checks, and onboarding of new Volunteers.
- Provide coaching, support and supervision to ensure that volunteering and service user development decisions are made in line with best practice.
- To pilot new and innovative ways of working with volunteers.
- Ensure excellent channels of communication are maintained with local service based and central Via colleagues, external professionals, partner agencies and stakeholders.
- Lead appropriate forums, where required, to enhance and develop Volunteer roles.
- Devise and implement effective strategies and support services for the ongoing development of a competent and effective workforce able to meet Via's immediate and long-term objectives.
- Ensure that any feedback is used to celebrate successes and lessons learned, in line with organisational procedures and policies on feedback.

Person specification for the role

- Passion for working with substance misuse services or with other socially excluded or vulnerable groups.
- Experience of developing and managing Peers and/or Volunteers, including a working knowledge of recruitment pathways and organisations to engage to enhance and support Volunteers within these processes.
- Experience of delivering training and/or facilitating groups.
- Excellent organisational skills with a proven ability to meet deadlines, record information accurately and in a timely way, and to work calmly under pressure.
- Very high standard of communication skills, both verbally and in writing, in different settings (e.g. written, spoken, presented, etc) and with different groups of people.
- A good understanding of the Health and Social Care regulatory requirements of the Care Quality Commission (CQC), National Institute for Clinical Excellence (NICE) and any other relevant bodies.

- Demonstrable commitment to working in partnership with other professionals such as criminal justice agencies, community groups and other stakeholders to achieve good outcomes for our service users.

Responsibilities for all Via staff

- To work within the Via values of **Care, Be Human and Do the right thing**. Support and collaborate with all colleagues and engage with the wider organisation.
- To promote and deliver positive, inclusive and anti-discriminatory practices in line with Via policies, professional and sector requirements, and legislative frameworks.
- To act on all Safeguarding concerns so that all statutory and organisational Safeguarding responsibilities are met and that all learning is shared.
- To observe professional integrity and candour at all times and with all people.
- To comply with all organisational policies and procedures including GDPR and all Health and Safety policy and guidance, taking responsibility for your own safety and contributing to that of colleagues and others as applicable.
- To regularly participate in one-to-one / supervision sessions, objective setting and review, training, practice and learning forums.
- A commitment to learning and to continuously improve everyone’s knowledge and skills.
- To work flexibly to enable the delivery of effective services. This may include flexibility across sites or flexible hours and any other duties that may reasonably be required of you within your role.

Version Control					
Version Number	Date Salary Banded	Salary Banding	Authors Initials		
1.0	26/04/2024	Band 5	FH	TS	CA