



VOLUNTEER CO-ORDINATOR

JOB DESCRIPTION AND PERSON SPECIFICATION

PURPOSE

Alzheimer Scotland recognises the vital contribution that volunteers make to the delivery of the services we provide to people living with dementia; and the importance of planning ongoing volunteer management.

The Volunteer Co-ordinator role is central to our success, in developing, planning and implementing an effective volunteer network, and for recruiting, placing and retaining the volunteers needed to support the delivery of services.

ACCOUNTABILITY AND SUPPORT

The Volunteer Co-ordinator reports to the Service Manager or other allocated line manager, who will provide the appropriate support and supervision.

It is crucial that the Volunteer Co-ordinator works in collaboration with the relevant defined colleagues in understanding the requirement for volunteers in each of these areas of the service.

POSTS MANAGED

The Volunteer Co-ordinator is responsible for the ongoing management of volunteers.

KEY ROLES AND RESPONSIBILITIES

The key role of the Volunteer Co-ordinator is to assess the skills, experience and expectations of volunteers, and identify the volunteers and activities that will best support the outcomes of people living with dementia.

The Volunteer Co-ordinator is responsible for the following:

RECRUITMENT AND SELECTION

1. Working in collaboration with the team to understand how many volunteers, and which skills are needed for each area of the service;
2. Planning how and where to recruit volunteers, posting adverts, referrals, social media etc.
3. Interviewing and selecting volunteers;
4. Completing relevant checks on volunteers;
5. Provide information that will raise public awareness of the service, and represent the organisation at external meetings and events which will promote the volunteer programme.

INDUCTION

1. Welcoming new volunteers to the organisation and taking them step by step through their induction to ensure their smooth introduction to the organisation and their volunteer role;
2. Evaluating and improving the volunteer induction process.

LEARNING AND DEVELOPMENT

1. Arranging learning and development opportunities for volunteers to strengthen their capability and recognise their contribution;
2. Providing regular and ongoing support and supervision to all volunteers;
3. Checking on skills gaps and building this in to future volunteer recruitment and learning plans.

ASSESSING AND PLACING VOLUNTEERS

1. Maintaining a clear understanding of the skills and strengths of each volunteer;
2. Meeting with people living with dementia on a group or one to one basis to understand which volunteers would be best to support their outcomes;
3. Briefing and clarifying the outcomes of people living with dementia with volunteers to ensure that they are clear on what's expected of them, and that they are able to provide their best to people living with dementia.

RECOGNITION

1. Understanding how each volunteer likes to be acknowledged for their efforts and achievements that support delivery of the organisation's objectives, and using this knowledge to make sure that volunteers feel valued for their contribution;
2. Maintaining communication with volunteers, to ensure that they feel included and involved as part of the local and the wider organisation.

MANAGEMENT

1. Being the main contact and resolving any volunteer issues;
2. Maintaining volunteer records;
3. Planning and objective setting for individuals and the wider volunteer group;
4. Rostering and organising volunteers to suit the outcomes of the service;
5. Making sure volunteers fully understand the overall objectives of the service and their role within it;
6. Carrying out effective governance of the volunteer network to ensure a high quality, cost effective service is provided;
7. Reviewing the volunteer service and making recommendations for development and improvements.

HEALTH AND SAFETY

1. Ensuring that all appropriate Health and Safety training is completed and refreshed by volunteers where necessary;
2. Reporting risks or issues to the Service Manager or other defined allocated manager.

This job description is regarded as a guide to the accountabilities associated with the Volunteer Co-ordinator role; additional or alternative tasks within the capability of the post-holder may from time to time be required.

Each of the Volunteer Co-ordinator responsibilities are to be carried out to Alzheimer Scotland's standards, policies and procedures; as well as to the adherence of National Care Standards where there is a registered service operating.

The post holder will be subject to a Protecting Vulnerable Groups (PVG) scheme check.

This job description is open to review by the organisation at any time, and was last revised in August 2017.



VOLUNTEER CO-ORDINATOR - PERSON SPECIFICATION

SPECIFICATION	HEADING	DESCRIPTION	ESSENTIAL	DESIRED
QUALIFICATIONS	<ul style="list-style-type: none"> UK Driving licence. 	Full and valid UK driving licence and access to a vehicle during working time.	Yes	
SKILLS AND ABILITIES	<ul style="list-style-type: none"> Collaboration 	Collaborating with the wider team to identify priorities and provide the right volunteers, at the right time in the right place, in order to deliver the service objectives.	Yes	
	<ul style="list-style-type: none"> Communication and Influence 	Communicating in a clear, concise and targeted way to provide volunteers, colleagues and external stakeholder with insight that influences them to help with the delivery of service objectives and the organisation's aims.	Yes	
	<ul style="list-style-type: none"> Relationship Building 	Building and managing new and existing local partnerships and networks internally and externally, to grow the volunteer group; demonstrating empathy with people living with dementia.		
	<ul style="list-style-type: none"> Observation and Perception 	Observing, taking note, and monitoring volunteer skills and strengths, and using findings to match people effectively with groups and people living with dementia.	Yes	
	<ul style="list-style-type: none"> Leadership and Management 	Managing the processes that keep the volunteer operation running, whilst at the same time aligning volunteers to the overall objectives of the service in a way that motivates and inspires them to give their best.	Yes	



VOLUNTEER CO-ORDINATOR - PERSON SPECIFICATION

SPECIFICATION	HEADING		ESSENTIAL	DESIRED
SKILLS AND ABILITIES	<ul style="list-style-type: none"> Planning, organising and delegating 	Setting priorities for the volunteer team in collaboration with colleagues. Delegating the right tasks to the right people with effective communication that ensures tasks are completed effectively. Having the ability to cope with limited resources, seize opportunities and think creatively.	Yes	
	<ul style="list-style-type: none"> Achieving results 	Reviewing the quality of the volunteering service and recommending developments and improvements. Planning and monitoring the work of volunteers and taking accountability for their levels of performance and success.	Yes	
EXPERIENCE	<ul style="list-style-type: none"> Dementia 	Understanding the practical, psychological and emotional impact of dementia, and supporting people living with dementia to achieve their outcomes.		Yes
	<ul style="list-style-type: none"> Recruitment and Selection 	Generating interest, and enlisting new volunteers through effective selection methods.		Yes
	<ul style="list-style-type: none"> Learning and Development 	Assisting and supporting the development of others through guidance, induction and training.		Yes
	<ul style="list-style-type: none"> Volunteer experience 	Working with charitable organisations on a voluntary basis and an understanding of the role of volunteers.		Yes
KNOWLEDGE	<ul style="list-style-type: none"> Alzheimer Scotland's aims and values. Alzheimer Scotland's Safer Recruitment & Volunteer Policy. Locality development and Practice Models. Voluntary sector . Protection of Vulnerable Groups. Health and Safety and risk assessment. Presentation skills. IT – Microsoft Word, Powerpoint, Excel 			Yes
				Yes
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				Yes
				Yes
				Yes
				Yes