

South West Aberdeenshire CAB (SWACAB)

Job Description - Volunteer Development Lead

Primary Objectives:

To build and deliver the Volunteering Strategy for SWACAB including the management of individual and organisational relationships, working across the charity to ensure volunteers play a bigger role in the future work of the service.

Main Duties:

Volunteering

- Develop and deliver SWACAB's Volunteering strategy.
- Effectively recruit, manage, develop, and retain volunteers.
- Ensure all SWACAB volunteers have appropriate induction, supervision, development, and training, introducing, and managing structures for these, as needed.
- Design, introduce and embed new volunteer roles in SWACAB.
- Build and manage relationships with potential volunteer providers throughout the community, including corporates and public funded organisations.
- Effectively promote and market all volunteering opportunities at SWACAB
- Ensure all volunteers have an effective application and induction, including references, and Disclosure Scotland checks where necessary.
- Manage and maintain SWACAB's policies and procedures relating to Volunteering.
- Manage and maintain SWACAB's Volunteering web pages & social media.
- Be a point of contact for all SWACAB's volunteers, current and prospective.
- Ensure effective recognition is in place for all volunteers.
- Manage the communications plan for volunteers, working with the Session Supervisors, Deputy Manager & Chief Officer.

Planning and Development

- Alongside the Session Supervisors, identify learning and development needs of volunteer advisers and trainees.
- Develop and maintain effective administrative systems and records.
- Attend relevant internal and external meetings, including internal Session Supervisors meetings and regional meetings.
- Contribute to the organisation planning process by providing regular reports and feedback.
- Keep up to date with policies and procedures relevant to the role.

Supervision

- Support the Session Supervisors in their management of volunteers, including trainees in accordance with SWACAB policies and procedures, including coaching, mentoring, and setting objectives.
- Provide feedback on performance to staff / volunteers.

- Through session supervisors, identify the training needs of staff / volunteers and agree appropriate training and development objectives.

General

- Keep up to date with research and campaigning issues & ensure it promotion and integration into learning, training, and development activities.
- Work co-operatively with colleagues and encourage good teamwork, clear communication, and common practices.
- Abide by health and safety guidelines and share responsibility for own health, safety, and wellbeing and that of colleagues.
- Create a positive working environment in which equality and diversity are professionally managed, dignity at work is upheld and team members can do their best.
- Identify own learning and development needs and take steps to address these.
- Conduct any other tasks within the scope of the post.
- Be an active contributor to Fundraising & Marketing activities, attending and contributing to regular team meetings etc.
- Attend events and meet supporters and volunteers as required; this will occasionally involve working out of hours and travel.
- Represent SWACAB within the community, including conducting talks and presentations as required.
- Always operate within the law, with reference to health and safety; safeguarding; equality and data protection legislation
- Work flexibly, including additional paid hours from time to time to meet the needs of the job.

<u>Person Specification</u>
<p>Qualifications & Training</p> <ol style="list-style-type: none"> 1) Educated to graduate level 2) Evidence of continuing professional development
<p>Experience</p> <ol style="list-style-type: none"> 3) Volunteering 4) Building strong professional relationships 5) Acquiring and developing new volunteers 6) Motivating and inspiring volunteers to achieve results. 7) Working effectively with others to deliver cross organisational projects 8) Delivering volunteer led programmes. 9) Managing complex relationships with corporates or individuals 10) Preferably experience of working within a CAB, charity, or volunteer organisation
<p>Skills & Knowledge</p> <ol style="list-style-type: none"> 11) Excellent skills in communications, influencing and negotiation. 12) Knowledge of volunteering and managing volunteers 13) Excellent time management, planning and prioritisation
<p>Personal qualities</p> <ol style="list-style-type: none"> 14) Confidence in speaking publicly and conveying passion for a cause. 15) Excellence in building strong relationships at all levels, internally and externally. 16) Ability to work independently and manage time well, good judgement in when to involve other stakeholders. 17) Collaborator, happy to help where needed. 18) Understanding of and commitment to the aims and principles of the Citizens Advice service.

Other

- 19) Willingness and ability to work occasional unsociable hours to meet potential supporters/volunteers.
- 20) Access to a motor vehicle and valid driving license