

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 its 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.

Person Specification

Qualifications & Training

- 1) Educated to graduate level
- 2) Evidence of continuing professional development

Experience

- 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

Skills & Knowledge

- 11) Excellent skills in communications, influencing and negotiation.
- 12) Knowledge of volunteering and managing volunteers
- 13) Excellent time management, planning and prioritisation

Personal qualities

- 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