



**Volunteer Co-ordinator
Applicant Pack**

Dear Applicant,

Thank you for expressing an interest in the role of Volunteer Co-ordinator based in Haringey. This is a full-time contract for six months and will support the Social Prescribing Manager to develop the Volunteering offer across the organisation. They will help to create and develop new volunteering roles, identify training and development of volunteers, and manage the recruitment, onboarding, and supervision of the team.

You will need to have at least two years experience of working with volunteers in the voluntary/community setting with excellent written and verbal communication skills. You will need to have good motivational, interpersonal and people skills along with an understanding of the role of volunteers and the contribution they can make, having an understanding of the key principle of volunteer management and the potential challenges.

The job description and person specification in this pack describe the job and the personal profile which we think will be required to perform the role to the standard we expect. Please address these criteria when making your application. We welcome applications from people of all ages and demographic characteristics.

I hope you will find the details in this application pack both interesting and useful in making your application. I do suggest you have a look at our two websites (details below) which will give you a better understanding of Public Voice and the scope of our current activities.

Please send us a CV and a separate Personal Statement of no more than two sides of A4 explaining how you meet the person specification for the role, see below. We will be evaluating all applications against the person specification. Applications must also include a completed Monitoring Form.

Applications should be sent to info@publicvoice.london by **5.00pm on 17th May 2021** and should include the names and contact details of two referees. Postal applications can be sent to: Public Voice, Tottenham Town Hall, Town Hall Approach Road, London, N15 4RX.

If you require the recruitment pack in an alternative format, please call 020 3196 1900. Interviews for shortlisted candidates will be held on 20th May 2021.

I look forward to hearing from you.



Mike Wilson
Director

PUBLIC VOICE – WHO ARE WE?

Public Voice is a Community Interest Company (CIC) which started trading in April 2015 and has a mission to improve services through user engagement. Our main long term contracts in Haringey include delivering the statutory Healthwatch programme and the Information, Advice and Guidance service, as a member of the Haringey Advice Partnership. We also undertake public health related research projects and support an Expert by Experience board engage with the North Central London STP Mental Health workstream. Find out more about us on our two websites: www.publicvoice.london and www.healthwatchharingey.org.uk

One of our substantial contracts in Haringey is delivering a “Community Navigation Service” which provides support to those residents 50+ through signposting and brief interventions where additional support is required. Some of our more recent projects include Haringey Circle and Digital Inclusion Project. Our projects are dependent on volunteers to support their delivery and we currently have over 200 active volunteers supporting activities across our various projects.

JOB ROLE DESCRIPTION

Role Title: Volunteer Co-ordinator	Location: Tottenham Town Hall, Town Hall Approach Road, London, N15 4RY
Reports To: Social Prescribing Manager Contract: Full-time (37.5 hours per week) 6 months temporary	Salary: £25,000

Context:

Public Voice is a Community Interest Company delivering several projects including Healthwatch in Haringey (including Digital Inclusion Project), Haringey Advice Partnership (HAP), Haringey Reach and Connect, and Haringey Circle. Our projects are dependent on volunteers to support their delivery and we currently have over 200 active volunteers supporting activities across our various projects.

Core Purpose of Role:

- To recruit, manage, supervise, and sustain a team of volunteers to support all Public Voice projects.
- To ensure that volunteers have the appropriate training as required for their role(s) including safeguarding and specific training to undertake various tasks.
- To liaise with colleagues from Public Voice, and associated projects to deploy the

volunteers on specific projects and to target recruitment to meet both current and future needs.

- To support the development and management of our CRM database, updating volunteer records during onboarding and training.
- To support the organisations Volunteering Strategy and Volunteering Policy.

JOB DESCRIPTION

Main Responsibilities:

1. To recruit, and onboard volunteers across all Public Voice projects following internal processes and procedures
2. To supervise volunteers following internal processes and procedures
3. To support the Social Prescribing Manager with the development of new volunteer roles and associated training packs
4. To be the first point of call for all volunteering queries and respond to those queries in a timely manner.
5. Proactively engage in outreach activity to target diverse communities in Haringey to ensure the team reflects the demographic characteristics of the Borough.
6. Ensure that all volunteer records are up to date on the CRM database, including demographic information.
7. Ensure that all volunteers are fully onboarded, trained, and have had a DBS check ahead of their volunteering activities. This is to include Safeguarding and Boundaries training
8. To update and keep updated the volunteer handbook and relevant information packs.
9. To monitor the performance of volunteers and deal with poor performance as appropriate, including removal from the volunteer team if necessary.
10. Build relationships with organisations and agencies who use volunteers and identify opportunities for collaboration.
11. Organise and lead on regular Volunteer Meetings and Volunteer Peer Meetings, to build a team spirit and provide an opportunity to share experiences and ask questions.
12. To produce a monthly newsletter / bulletin for volunteers to keep them briefed on relevant news and activity.
13. To create a calendar of events for volunteers, including training and social opportunities.
14. Support in all other areas of the Volunteering Project across the organisation as required

Other Accountabilities

1. Work as part of a team acting as a leader and/or participant as required.
2. Attend and participate constructively in supervision and appraisal sessions, training programmes, and meetings.
3. Contribute to relevant websites and newsletters (etc) to promote the work of Public Voice

and its delivery partners.

4. Undertake other duties as required to support the smooth functioning of Public Voice in keeping with the overall grading and general responsibilities of the post.

PERSON SPECIFICATION

Skills:

- Excellent time management skills.
- Excellent written and verbal communication skills.
- Ability to prioritise own workload.
- Imaginative and proactive engagement with existing volunteers and in recruiting from underrepresented groups.
- Ability to utilise CRM database systems and produce reports.
- Good motivational, interpersonal and people skills.
- Ability to compile and draft an interesting and relevant monthly newsletter.
- Identifying and organising training and development opportunities for the volunteer cohort
- Ability to speak a language other than English, fluently (*desirable*)

Knowledge:

- Understanding the role of volunteers and the contribution they can make.
- Understanding of the key principle of volunteer management and the potential challenges.
- The importance of confidentiality and protection of data.
- Equal Opportunities Policy within employment and service delivery areas; knowledge of issues related to equalities and diversity.
- Some knowledge of health, social care, information advice and guidance (*desirable*)
- An understanding of the diverse communities across (*desirable*)
- Some geographical knowledge of the Haringey Borough (*desirable*)

Experience:

- Recruiting, training, and supervising of volunteers
- Working in a team with a performance management culture

- Performance reporting
- Working with diverse communities.

Qualifications:

- HND or Degree level education desirable.
- At least 2 years' experience of working with volunteers in the voluntary / community setting.
- A current enhanced DBS check required (to be carried out by Public Voice)

Other:

- A flexible approach to service delivery and working hours; reliability in timekeeping, available for occasional working across weekends and evenings to suit the needs of the service and service users
- To travel around the borough in a timely manner where appropriate
- A strong commitment to learning/continuous development for self.

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