



Skills Rich Volunteers Coordinator Job Description

Job Title: Volunteers Coordinator

Date Created: December 2018

Responsible to: Project Manager

Main Purpose of Job: Deliver and co-ordinate a programme of recruitment and training for financial confidence volunteers and champions across Sandwell and Dudley. Develop organisations and community group's capacity to offer this service during and post project funding.

Please note this post is funded for 35 hours per week from Big Lottery until March 2022.

Information about the Skills Rich Project

This project is fully funded by the Big Lottery Fund until March 2022. The mission is to achieve a large number of trained over 55's who have the skills and confidence to support people with their finances and wider economic opportunities in the Black Country. In order to achieve this, we will target over 55's to become volunteers, particularly retired people who have a huge skills base to draw on, they are 'Skills Rich'. We will build up a vibrant bank of volunteers across the Black Country concentrating on the metropolitan areas of Dudley and Sandwell. We will work with schools, colleges, voluntary and community groups, statutory agencies and other partners to enable them to host trained volunteers in order to build progression and sustainability for the volunteers. We will also develop a 'Train the Trainer' programme with all partner agencies who decide to take on a trained volunteer. This programme, alongside a steering group, will be the basis of sustainability after the project life as partner agencies will be able continue to recruit and train their own bank of volunteers. The post of Volunteers Coordinator is a crucial one for the project success and we are looking for a skilled and dedicated individual to join our team.

Specific Tasks

- Assist the project manager with the formation of a steering group: The steering group will continue after project end, as it will be comprised of parties who have an intrinsic interest and benefit from the continuance of the service. Within the steering group will be organisations who have the capacity and the willingness to continue to allocate resources and develop further opportunities.
- Lead on establishing a pool of volunteers and achieve project outcomes and indicators of 100-trained volunteers and 900 beneficiaries by the end of the project: The pool of volunteers will be placed with host organisations who will continue to develop their skills and experiences and benefit from their services.
- Lead on developing and rolling out an inter-agency volunteer offer and achieve outcomes and indicators of 30 organisations hosting a volunteer by end of year one: All agencies who receive trained volunteers will sign up to a volunteer policy, which will cover their induction, supervision and ongoing development. In this way, the project will become embedded into organisations culture and working practices.

- Lead on the development of a Train the Trainer programme and achieve project outcomes and indicators of 30-trained trainers by the end of the project: The project will run a programme with all partner agencies whereby their key staff or existing volunteers are trained to train their own financial confidence volunteers.
- Assist the project manager in the development of an evaluation and training toolkit, which will inform evidence based practice for future volunteers, partner agencies or any other potential stakeholders in developing financial capability. The toolkit will help other organisations to evaluate and evidence their own practice and will lead to the development of a training resource, which will be inherent within the toolkit.

Other tasks

- Work alongside colleagues and other agencies to develop training materials to be shared with organisations across the borough's
- Ensure there is appropriate inter-agency support and access to training for volunteers.
- Seek out and recruit 'volunteers' from within agencies and the local community to undertake financial capability support
- Act as the first point of contact for volunteers for information and support
- Promote volunteering (internally and externally) through recruitment and publicity strategies and campaigns.
- Provide volunteer inductions and training including access to accredited training.
- Deliver financial capability training and accredited learning to volunteers, tenants and staff in voluntary sector agencies
- Ensure there is appropriate inter-agency support and access to training for volunteers.
- Work alongside the Project Manager to develop and organise volunteering
- Ensure monitoring data is collated and passed to Project Administrator
- Report regularly to the Project Manager on the volunteer activities including presenting written reports
- Offer advice and information to volunteers and external organisations through face-to-face, telephone and email contact.
- Work with volunteer agencies to undertake profile-raising events to attract and recruit new volunteers as well as retaining existing.
- Work alongside agencies from which they have recruited volunteers to understand how they work, develop partnerships.
- Raise staff awareness of the role and function of volunteers.
- Keep up to date with legislation and policy related to volunteering and making any necessary modifications to accommodate changes.
- Work with multiple agencies across different sectors in order to establish good working relationships to influence decisions about volunteering.
- Generating income, writing funding bids and fundraising to make volunteering projects sustainable.
- Retain both electronic and hard copy monitoring records of volunteer activities
- To ensure that BCHG's Core Values and Strategic Objectives are actively promoted and worked to at all times.



- To attend meetings and/or training and development activities, and represent BCHG, as required.
- To ensure that all the Group's policies and procedures are adhered to at all times.
- To undertake any other tasks appropriate to the post as required by the Group.

Employee Signature:

Date:

Print Name:

Person Specification

Candidates need to show evidence of the following:

Experience

- A minimum of 3 years' experience of co-ordinating volunteering and / or working in a training and development capacity with the voluntary sector is essential
- Experience of working to train or help people with financial confidence in an advisory capacity
- Experience of partnership working
- Experience of working across different sectors and developing links with other agencies

Skills & Abilities

- Excellent communication skills
- Strong numeracy and literacy skills including the ability to handle numerical data
- Strong interpersonal skills and the ability to deal with a diverse range of people;
- Experience of managing or coordinating projects and volunteers (paid and/or unpaid);
- Entrepreneurial attitude in generating own success and meeting targets
- An empathy with volunteers and an understanding of their needs;
- Ability to inspire and motivate others;
- A great deal of resilience;
- Ability to deal with information in a confidential manner and respond with sensitivity to the opinions of others;
- Excellent organisational skills and the ability to manage a wide range of tasks;
- Competence with administration and IT, and an ability to maintain records and produce clear written and oral reports;
- Flexible and non-judgemental approach to people and work
- An advisors or trainers' qualification at level 3 or above
- A full clean driving licence

Other

- Volunteers Coordinator work will involve outreach work and site visits within the local communities of Sandwell and Dudley and evening and weekend work will be required at times
- Ability to travel flexibly and efficiently within the borough of Sandwell and Dudley is required.