

JOB DESCRIPTION & PERSON SPECIFICATION

ROLE DETAILS

POST TITLE:	Volunteer Manager
RESPONSIBLE TO:	Chief Operating Officer
HOURS:	37.5 hours per week
TERM OF POST:	Permanent
SALARY:	Competitive

ABOUT CAUDWELL CHILDREN

Established in 2000, Caudwell Children is a national charity which works to transform the lives of disabled children and their families, enabling them to challenge the barriers they face throughout childhood by providing practical and emotional support.

The Charity is going through an exciting period of growth having recently opened a new state-of-the-art facility for multi-disciplinary therapy programmes for childhood disability and research of neurodevelopmental conditions, including autism, within the grounds of Keele University.

It provides a state-of-the-art base for the Charity's therapies and an environment where ground-breaking research can be undertaken, potentially changing the way some disabilities are treated, affecting millions of people around the world. This is a fantastic and exciting opportunity to join a dynamic and fast moving Charity at a time when it will attract national and international attention.

The services of Caudwell Children enrich the lives of our children and families through the delivery of high quality person centred care and support services that promote independence and achieve valued outcomes. We seek to create a safe, homely and supportive environment that enhances the lives of children with autism and associated conditions.

POST OUTLINE

This is a permanent post responsible for implementing a sustainable volunteer strategy, journey and function across the charity. This varied role oversees the promotion of volunteering, internal and external relationship building, all stages of volunteer recruitment and onboarding, the coordination of an effective volunteer training programme and overseeing volunteer allocations on a rota system. This role is responsible for delivering recognition programmes, supporting departments to manage and retain volunteers, maximising the use of volunteer resources and ensuring volunteers have a rewarding experience whilst also positively contributing to the organisation objectives to provide vital services to the families of disabled children.

DUTIES & RESPONSIBILITIES

Main Duties:

- Provide a complete and effective volunteering function across the organisation.
- Lead and inspire a positive culture of volunteering within the organisation.
- Develop and implement the Charities Volunteer Strategy, including Retention, Quality and Growth initiatives.
- Liaise with Department Heads to establish volunteer support requirements and create volunteer role descriptions.
- Develop a recruitment plan and pipeline, analysing existing data to understand patterns and flow of the volunteer cycle, and plan accordingly.
- Increase volunteer diversity to meet strategy targets.
- Promote and market Caudwell Children volunteer roles nationally, reaching wider audiences, using a range of recruitment methods such as online recruitment platforms, social media, local community groups etc.
- Attend nationwide volunteer recruitment events throughout the UK and particularly in Staffordshire and Cheshire, including delivering presentations to promote volunteering.
- Attend volunteer networking events.
- Coordinate and lead informal volunteer interviews to identify suitable volunteer candidates.
- Comply with safer recruitment policies by carrying out references checks, ID and DBS checks in line with DBS regulation.
- Process onboarding paperwork and maintain up to date volunteer records including DBS checks, safeguarding training, medical records and emergency contact details.
- Organise, deliver and oversee the induction and training for newly appointed volunteers working with departments to deliver an effective training and mentoring programme.
- Establish a cohesive infrastructure of motivated volunteers.
- Design formal or informal activities to recognise the contributions of volunteers to the organisation, including parties, social media recognition posts, volunteer awards etc.
- Ensure the volunteer journey is implemented with additional incentive features and programmes added.
- Provide volunteer management training and advice to departments on how to support, mentor and motivate volunteers, ensuring regular supervisions are carried out by departments.
- Monitor and evaluate all aspects of volunteer activity to ensure effectiveness. Conduct continuous evaluation of the programs and services delivered by the Charity and volunteers, organising surveys and volunteer forums.
- Develop and manage volunteer policies, procedures and standards of volunteer service across the organisation ensuring compliance with relevant legislation.
- Ensure the Volunteer Department is compliant with ISO requirements.
- Produce regular reports on volunteer recruitment, onboarding, activity and participation.

- Interact at Board level, including monthly presentations at the Executive Senior Leadership Team Meeting highlighting progress against the Volunteer Strategy.
- Manage, supervise and mentor Volunteer Co-ordinators.
- Lead on the Charities Corporate Social Responsibility offer, and develop corporate volunteering opportunities and partnerships to support this.
- Maintain and develop the current placement offer for student volunteers recognising the contribution to a sustainable volunteer strategy, and coordinating placement project plans and timetables.
- Deal with any complaints or issues involving volunteers in the appropriate manner and take action where necessary.

This Job Description indicates only the main duties and responsibilities of the post and is not intended as an exhaustive list. The post holder may be asked to carry out other duties from time to time. The Charity reserves the right to amend this Job Description from time to time, according to business needs.

Other:

- At all times to afford service users, colleagues and stakeholders the dignity and respect to which they are entitled with full regard to the organisations Equality and Diversity Policy.
- Confidentiality and data protection regarding all personal information and Caudwell Children activities must be maintained at all times (both in and out of working hours) in accordance with professional codes of conduct and relevant legislation such as the General Data Protection Regulations 2018.
- Contribute and co-operate fully with any regulatory or organisational inspections/audits.
- Have an awareness of relevant health and safety regulations and legislation.
- Be responsible for your own health and safety and that of anyone else whom your acts and omissions may affect and maintain a professional and hygienic personal appearance at all times.
- Effectively maximise all resources available in the course of your duties, minimising waste and working within budgets.
- Demonstrate commitment to ongoing personal and professional development, maintaining professional portfolio's and training profiles.
- Keep up to date and integrate any relevant new initiatives, regulations and legislation as appropriate to your role.
- To work effectively and collaboratively as a member of the team, building and maintaining good working relationships with all colleagues, stakeholders and professionals from external agencies.
- Creation of comprehensive and robust information monitoring that is shared at all levels of the Charity and allows clarity and understanding of performance.
- Adhere to all Caudwell Children policies and procedures.
- Demonstrate commitment to Caudwell Children's mission, vision and values.
- On occasion and when necessary, work flexible hours to meet the needs of the business.
- Willingness to travel in order to meet the needs of the post.

PERSON SPECIFICATION

Essential Criteria

- Experience of Line Management of volunteers/supervising a volunteer team.
- Experience of designing, implementing and delivering training programs.
- Experience of Volunteer recruitment.
- Experience of developing partnerships across a variety of settings, including Corporate.
- Experience of reporting against targets.
- Excellent administration experience.
- Knowledge of voluntary/third sector organisations and management.
- Knowledge of issues affecting volunteers.
- Knowledge of Volunteer management practices and procedures.
- Knowledge of equal opportunities, issues and practices.
- Strength in problem solving and ability to maximise limited resources.
- Ability to resolve problems/issues tactfully and effectively.
- Well-developed IT skills including data/records analysis and management.
- Ability to manage a large workload.
- Excellent communication and interpersonal skills.
- Good presentation and training skills.
- Good time management and organisational skills.
- Good multi-tasking skills with the ability to deal with and prioritise multiple requests.
- Personable, with the ability to form different relationships and demonstrated ability to enthuse others.
- Prepared to be flexible and a commitment to team work.
- Clean driving licence and own transport.

Desirable Criteria

- Educated to degree level.
- Relevant volunteer management qualification.
- Experience of working in the charity sector.
- Experience of working in mid-level management.
- Experience of reporting against targets to the board/senior management team.
- Experience of line managing paid staff as well as volunteers.
- Knowledge of current health and safety.
- Knowledge of ISO 9001.
- Experience of writing newsletters and reports.
- Interest in disability/special needs.
- Understanding of the needs of volunteers and their own development.
- Understanding of the legislation surrounding volunteer management.
- Understanding of confidentiality and GDPR.
- Confident in using social media to engage existing and potential volunteers.
- Enthusiasm for working in the voluntary sector.
- Reliable, responsible and resourceful.

DISCLOSURE & BARRING SERVICE CHECKS

The Charity is committed to safeguarding children and young people and therefore adopts a safer recruitment approach through a robust recruitment and selection process. All posts within the Charity are subject to DBS checks, in line with the Rehabilitation of Offenders Act (1974). This role is eligible for an Enhanced DBS check.

EQUAL OPPORTUNITIES

Caudwell Children is a Disability Confident employer committed to offering an interview to all applicants who meet the minimum criteria and declare they have a disability as defined in the Equality Act 2010. We are committed to creating a diverse environment and will not discriminate for any reason against any person because of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation. We particularly encourage applications from people who identify as Black, Asian or from a Minority Ethnic background and other underrepresented groups.

