

Job Description

Title: HWLincs Volunteer and Membership Officer

Reports To: Chief Executive Officer CEO/Operations and Development Manager ODM

Salary: Commencing at £24,000 per annum (HWLincs Level 4) (pro-rata)

Contract Type: Part Time

Hours: 25 per week (flexible working, the role could lead to full-time hours)

Registered Office and Place of Work:

HWLincs head office is The Len Medlock Centre, St George's Road, Boston, PE21 8YB where staff are provided with an office space. However, HWLincs offer all staff the opportunity to organise the working week between head office and their home (or other identified suitable place of work). Staff must comply with recording daily working movements in our provided Flex Planner system. Please note, all working environments must comply with our health and safety and all other relevant policy requirements. You may be required to travel to perform your responsibilities and duties, you will be entitled to claim back additional expenses in accordance with HWLincs policy and procedure.

Pension:

Automatic enrolment into the HWLincs pension scheme with Royal London, with the right to opt out which must be stated in writing to the CEO.

Supervision:

You will be given annual appraisal. Additional 1.1's as requested by either the Senior Management Team or individual.

Training and CPD Opportunities:

Mandatory training will take place as part of the organisational or specific role requirements and Continuous Personal Development CPD to be discussed and approved with CEO.

Staff Management:

None: The role is responsible for the support and coordination of volunteers, any management or conduct, and behaviour matters will be dealt with by the CEO or ODM.

Line Management Responsibilities:

None

Job Summary

Volunteers play an important role in helping our organisation carry out its work and support the communities in which we operate, the role of the Volunteer Officer is to provide opportunities and support to allow this to happen.

The most important aspect of this role is to maintain our volunteer cohort, co-ordinate and support people within our volunteer programme. The function will offer HWLincs volunteers a range of opportunities and require some current contractual volunteer related targets e.g. Healthwatch Lincolnshire.

This role requires someone who can work across our charity to co-ordinate and deliver a successful volunteer program which is reflective of the needs of the charity and its contracts. In addition, this role will provide ongoing support to volunteers, and therefore the successful candidate must be a good communicator, approachable and organised and most importantly enjoy working with people.

HWLincs volunteer programme includes the following:

- 20 – 25 operational volunteers, supporting us with tasks for example promotional and distribution activities, readers panel, interviewing people to find out their experiences, focus groups, bespoke contractual activities such as Enter and View Visitors (Healthwatch). Volunteer activities include both face to face and digital methods.
- 10 – 12 strategic volunteers, HWLincs Board and Healthwatch Steering Group
- 60 HWLincs charity members – members are encouraged to support HWLincs and its contract activities

Key responsibilities

- Identify and promote HWLincs volunteering opportunities.
- Recruitment and induction of new volunteers to HWLincs.
- Match skills, experiences, and expectations of volunteers to available positions.
- Support the placement of volunteer activities.
- Maintaining volunteer records and systems.
- Maintaining safety and working within agreed policies, procedures, and standards.
- Working within Investors in Volunteers framework (until 2024)

Recruitment and selection of HWLincs Volunteers

- Develop and maintain new and existing volunteer roles.
- Planning how and where to recruit volunteers, including promotion of adverts.
- Recruitment of volunteers from across Lincolnshire.
- Contacting potential volunteers
- Completing relevant checks (e.g. references, Disclosure & Barring Service DBS).

Induction of all new volunteers

- Working within current structures and processes.
- Check resources such as volunteer handbook or induction programmes are relevant and up to date and reflective of the current working environment.
- Monitoring and evaluating the induction program.
- Deliver induction for all new starters in the most appropriate way.
- Provide training or demonstrations as required pertinent to specific volunteer roles in the most appropriate way.

Ongoing training and development of HWLincs Volunteers

- Where identified promote and organise training opportunities.
- Conduct annual reviews and enable opportunities for evaluation.

Rewards and recognition

- Recognise and reward volunteers in a variety of ways.

Co-ordinating

- Ensure volunteers are kept up to date with HWLincs activities.
- Helping volunteers feel welcome and supported, recognising diversity.
- Monitor and implementing policies, procedures, and standards relevant to volunteers and ensuring volunteers adhere to HWLincs Code of Conduct, and Investors in Volunteers (IIV) quality mark.
- Rostering and organising volunteers.
- Processing volunteer expenses.

Health and safety for volunteers

- Identifying and reporting risks and understanding their impact.
- Work within our policies and procedures to help eliminate or reduce risks.

Other

- Develop and work to agreed plans.
- Undertaking administrative tasks necessary to achieve the outcomes
- Undertaking any other duties as may be required within the scope of the role or to support the wider HWLincs team.
- Comply with all HWLincs policies and procedures, including health and safety and equal opportunities
- Engage in regular staff meetings, staff briefings, task groups and Board meetings where appropriate
- Undertake training and personal development as appropriate.
- Identify and report risks and conflicts of interest as they occur in line with the HWLincs risk register.

Person Specification

PERSON SPECIFICATION		Essential	Desirable
Qualifications			
	A good standard of education	•	
	NVQ Managing Volunteers qualification		•
Experience			
	Of working with and supporting volunteers in a Volunteer Officer role or equivalent (supporting people)	•	
	Of designing and developing volunteer programmes and work		•
	Of networking and working in partnership with other stakeholders and organisations		•
	Of maintaining clear and concise individual records and databases	•	
Knowledge			
	Of HWLincs		•
	Of Lincolnshire geography and demographics	•	
	An understanding of the needs of people from a diverse range of communities and backgrounds.		•
Skills			
	Working as part of a team	•	
	Good English communication skills, both written and verbal	•	
	Self-motivated, with initiative and willingness to be flexible	•	
	Computer literacy to include use of all Microsoft applications eg Word, Excel and Email	•	
Disposition			
	Working on own initiative, with the ability to meet deadlines, often under pressure	•	
	Ability to get on well and work constructively with a variety of people	•	
	Ability to be calm under pressure and always have a positive 'can do' attitude.	•	
	Organised and excellent time management skills	•	

	A commitment to social inclusion and equal opportunities, honesty, a persuasive manner, tact, a sense of humour and patience.	•	
Circumstances			
	A full driving licence and access to a car with adequate insurance for use in the course of work or ability to successfully access public (or other suitable) transport to enable travel across Lincolnshire (or further afield) if required	•	
	Willingness to work flexible hours and attend evening/week-end meetings when required in accordance with the HWLincs working hours policy.	•	
	Conform to standards of dress which reflects a professional service	•	