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# About us

Watford Mencap is a charity providing high quality social care services and support to people with learning disabilities, and their families, in South West Hertfordshire. We enable people with learning disabilities and their families to make the most of life, to enjoy choice and control over their own lives, enabling them to fulfil their life ambitions. We are an independent charity affiliated to Royal Mencap and are self-funding.

We have worked hard to make our services both efficient and really focused on the person. We have a strong business model that is sustainable and diverse. Our work has expanded and we are trying new things and ideas across the entire organisation, while keeping everything we do focused on meeting the diverse needs of the people we support. We currently employ 170 staff, have over 30 volunteers and provide support and services to over 650 people with learning disabilities and their families. Last year our fantastic volunteers and helpers kindly donated over 5,250 hours of support.

This is an exciting time to be joining the Charity and you will play an important role, working collaboratively with volunteers, the people we support, their families and friends.

We deliver a range of services for people including housing, community activities, work based training, information and advice, practical and social support. We are currently looking for a passionate and driven individual to develop and co-ordinate our volunteer experience. As a local charity, we depend on volunteers giving their time to help us run activities and to support our fundraising.

Watford Mencap currently has a small but strong base of dedicated and enthusiastic volunteers that support the various functions of the charity. This post will help us actively increase and diversify our volunteer base, which will enable us to expand and increase the activities that we offer to local families.

The successful candidate will focus on recruiting, retaining and supporting volunteers across the charity. Typical volunteer roles include:

* Reception volunteer
* Charity shop volunteer
* Buddy volunteer (café work / helping trainees working in the café)
* Activities volunteer – holiday playschemes, social activities, sports and leisure activities
* Event and fundraising volunteers
* Charity Trustee
* Corporate volunteering opportunities

As an employer, we have achieved Silver Investors in People accreditation and provide employees with access to a full range of professional and personal development opportunities. This includes induction and training programmes, recognised qualifications, regular supervision meetings and an annual appraisal, as well as coaching and mentoring. We value our workers and offer excellent terms and conditions of employment; a range of staff benefits; as well as a competitive salary. In 2018 we were very proud to be awarded the most innovative care provider in Herts by Hertfordshire Care Providers Association.

We offer excellent terms and conditions of employment. Full details of this are included in a separate document. This post will involve travel across South West Herts and some evening and weekend work for which time off in lieu is given.

**OUR VALUES**

We are **INCLUSIVE.** People with learning disabilities are at the heart of everything we do.

We are **RESPECTFUL**. We work in a person centred way, whilst listening to the views of all.

We are **WELCOMING**. We are approachable and value all.

We are **PROGRESSIVE**. We promote learning to support everyone to achieve their potential.

We are **CHALLENGING**. Through our work we will push the boundaries for individuals, organisations and society.

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**Volunteer Co-ordinator – 20 hours per week**

**Reporting to: HR Manager**

### Direct line management of: Volunteers who directly support the volunteer coordinator role

**Main purpose of the role**

* Working with the HR Manager and senior management team to develop and deliver a volunteering strategy and initiatives to achieve our strategic goals and objectives.
* The role holder will actively recruit to fill volunteer roles in our services and activities. Working with colleagues to identify where gaps are and match volunteers to these roles. Increasing and diversifying our current volunteer base.
* Attracting new volunteers by advertising, attending volunteer fayres, developing relationships with potential volunteer sources in the community.
* Enhancing the current volunteering experience - ensuring volunteers enjoy their experience with Watford Mencap. Understanding people’s motivation for volunteering, recognising and rewarding their contribution to the charity, improving retention.
* Supporting – providing volunteers with the opportunity to develop their own skill sets through training, mentoring or alike. Giving advice and guidance when required, supporting any challenges that may occur whilst volunteering with Watford Mencap. Supporting managers by providing advice and guidance on volunteer management, problem solving and best practice.

**Main duties and responsibilities**

1. To develop and implement a volunteering plan that supports and develops existing and new volunteering initiatives within Watford Mencap.

Working with our Communications and Marketing Officer to develop and implement a marketing and communications plan for volunteering within Watford Mencap to include acquisition, retention and engagement of volunteers.

1. To refresh and manage Watford Mencap’s volunteer recruitment and retention strategy including: highlighting needs, role design, selection and interview.

Working closely with our Communications and Marketing Officer to plan, carry out and analyse social media campaigns across all major platforms, creating campaigns that are integrated across digital, social and offline activity.

1. To coordinate and evaluate volunteer training and induction for managers and volunteers on a range of topics including: recruitment, selection, problem solving, volunteer management, role design, dealing with difficult volunteers etc.
2. To develop and support supported volunteering opportunities for people with learning disabilities within Watford Mencap, in line with our current Doing it Together strategy to ensure the people we support are fully engaged within Watford Mencap’s activities.
3. To maintain volunteer records using the Charity Log database. Production and analysis of regular reports to provide appropriate management information from volunteer data.
4. To develop and revise volunteer policies, procedures and working practises as required.
5. To work closely with managers to place volunteers and to offer ongoing support, advice and direction regarding volunteer practices. Providing timely advice to managers, staff and volunteers on dealing with the full range of volunteer; management, performance, reward and recognition, conduct and problem solving.
6. To ensure that volunteering activities are carried out in a manner which follows best practice and are compliant with health and safety, risk assessment, DBS and safeguarding legislation. Keeping self and organisation up to date with current volunteering trends, policy, good practice and legislation.
7. To develop a range of new communication and networking opportunities for current and potential volunteers including: social media, website, enewsletter, celebrations, events and networking.
8. To manage key stakeholder relationships with a view to maximising volunteering opportunities, seeking new opportunities and develop creative ideas to harness new partnerships to develop volunteering opportunities.
9. To build up active involvement from local community groups such as Rotary, faith and sports groups and corporate supporters. Working with our fundraising team to support and facilitate corporate volunteering opportunities.
10. To act as an ambassador for Watford Mencap in order to raise the profile of the charity.
11. To ensure the maintenance of good relationships, communication and teamwork across the organisation.
12. To adhere to Watford Mencap’s policies and procedures.
13. To take part in working groups and projects as appropriate, presenting reports and proposals as required.
14. To manage and support volunteers working directly within your team.
15. To undertake such additional duties as required.

This list is not exhaustive and will be reviewed from time to time in discussion with the post holder.

#### Volunteer Coordinator

#### Person specification

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| Requirement | **Essential** | **Desirable** |
| Education | * Evidence of commitment to continuing self-development |  |
| Experience | * Experience of recruiting, supporting, coordinating volunteers * Experience of working within social care within the voluntary sector * Delivering and coordinating training on a one to one and group basis * Co-ordinating the recruitment and retention of volunteers | * Working with/supporting people with learning disabilities * Creation and development of supported volunteering opportunities for people with learning disabilities and/or family carers * Development of volunteering policies and procedures |
| Skills | * Excellent interpersonal skills * Good organisational skills, able to plan and prioritise workload. * Effective presentation skills, ability to speak confidently, adapting style to audience to give training, presentations to encourage others to volunteer * Able to offer support and empathise with the needs of volunteers. * Understanding and effective use of social media * Production of promotion and publicity materials to use on website, social media, events and networking opportunities. * Ability to use Microsoft Word, Excel, PowerPoint and a general willingness to promote effective and efficient IT solutions * Able to respond to changing organisational needs and priorities | * Managing budgets |
| Knowledge | * Sound knowledge of current good volunteer practice and its practical application, including volunteer management, health and safety, risk assessment and safeguarding. | * Understanding of the issues facing people with learning disabilities and their carers |
| Personal attributes | * Experience of quickly building rapport and establishing professional credibility and positive relationships with people with learning disabilities, managers, staff and volunteers at all levels. * Able to work on own initiative, taking responsibility for own actions, making appropriate decisions. * Good team player, comfortable networking and developing new ideas. * Able to motivate and enthuse people in all aspects of volunteering, meeting individuals needs and recognising and responding to people’s motivations to volunteer * Sociable, approachable, patient, creative, supportive, innovative and creative * Able to work flexibly to meet the demands of the job (some evening and weekend work required for which toil is given) * Resilient - able to remain calm under pressure whilst balancing competing priorities |  |
| General | * Able to travel across South West Herts. | * Car owner, insured for business use and current clean driving licence |

**OUR VALUES**

Our values are key to how we do what we do. If you share our values we want to hear from you!

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| **Value** | **Behaviour** |
| **Inclusive** | You involve the people we support by listening to them and ensure their needs are considered. |
|  | You are able to communicate effectively, adapting your approach to the needs of the person at the time. |
| **Respectful** | You demonstrate through your actions respect, dignity and diversity. |
|  | You develop and maintain effective working relationships with colleagues and candidates. |
|  | You work flexibly and can adapt to changes in workload as necessary. |
| **Welcoming** | You can communicate with a range of people with differing abilities. |
|  | You are welcoming and warm to visitors, and colleagues, building a rapport quickly. |
| **Progressive** | Explore ways to maximise volunteer attraction and how volunteers can be deployed across the services. |
|  | Able to record information, access and manipulate data stored in IT systems and share information easily and appropriately. |
|  | Be innovative with ideas and passionate about how volunteers can support the charity’s services. |
| **Challenging** | Professionally challenge prejudices that cause barriers for people living with learning disabilities. |
|  | Able to positively challenge colleagues to ensure recruitment & application of policies and processes is fair. |