**Volunteer and Community Engagement Co-ordinator**

Responsible to: Volunteer Manager

Length of contract: Permanent (Subject to continuation of funding)

**Salary:** £24,002 – £27,570 pro-rata for part-time

**Based at:** Accrington/ Remote Working

**Hours:** 22.5 hours

**Please Note** This is a remote working position, and you will be required to travel around the area of Lancashire on a daily basis and attend regular meetings at our Lancashire offices/hubs. Some travel across our service areas outside of Lancashire may also be required.

**Our Mission**

We help people to achieve the outcomes that matter to them in their lives, by providing high quality advocacy.

**Purpose of role**

The post holder will support and recruit volunteers that will support our Independent Visitor service for young people, and non-statutory advocacy services for adults, which will support vulnerable people in the community that need help to access, navigate, and communicate with health and social care services. Recruitment, training, and monitoring volunteers will be key aspects of this role and therefore an interest in people and an ability to mix with a variety of people is essential.

**Key tasks**

* Recruit volunteers using various mediums for volunteer delivered services i.e., IV service, community advocacy etc.
* Support our ‘pop-up’ advocacy outreach provision and attend a variety of community engagement events, whilst raising Advocacy Focus profile and increasing awareness of advocacy and our service in the community.
* Manage a client caseload and ensure accurate case management and record keeping.
* Support eligible individuals with a variety of health and social care related issues including but not limited to; accessing mental health services, accessing GP appointments and other health related appointments, accessing social care services, supporting with making a complaint regarding NHS and social care etc.
* Provide supervision and training for all volunteers
* Support the Volunteer Manager to implement, monitor and evaluate service delivery against national quality performance mark standards and good practice
* Support the Volunteer Manager by working flexibly across all of Advocacy Focus volunteer streams
* Carry out regular monitoring and evaluation taking an active role in improving and developing the service
* Keep abreast of current and new relevant legislation and policy guidance to ensure such information is disseminated to volunteers and that learning is integrated in practice
* Maintain accurate monitoring and recording systems
* Collate and share data with the Volunteer Manager, highlighting changing people’s needs and the likely impact on service delivery, which will contribute towards strategic planning
* Ensure strict confidentiality is maintained in line with policy and Advocacy Standards
* Develop and maintain positive working relationships with people with stakeholders and other relevant agencies
* Work within and comply with quality management systems
* Actively participate in peer support sessions with staff members
* Undertake duties in line with safeguarding and data protection principles
* Produce reports for the Volunteer Manager and others as may be required
* Produce case studies and create content for Advocacy Focus social media platforms in relation to community engagement and volunteering impact
* Work as a member of the Advocacy Focus team, attend monthly staff meetings and training as necessary
* Attend regular supervision/appraisal sessions with the Volunteer Manager
* Represent Advocacy Focus at various meetings as required and to provide feedback to the team
* Available to work occasionally in the evening and weekends as required
* Work within Advocacy Focus’ policies and procedures
* Responsible for identifying areas for personal development
* Undertake any other duties as commensurate with the grading of the post

**Person Specification – What we need from you**

This section outlines the things we need from a Volunteer Coordinator. You will see you don’t always need specific qualifications or experience, but you will need to be able to demonstrate certain personal qualities.

The essential criteria are those things which you must have in order to do the job. Desirable criteria are those qualities that would be either useful, or an advantage to have and/ or are things that you could be trained to do.

Don’t meet every single requirement? Studies have shown that women and people of colour are less likely to apply to jobs unless they meet every single qualification. At Advocacy Focus we are dedicated to building a diverse, inclusive, and authentic workplace, so if you’re excited about this role but your past experience doesn’t align perfectly with every qualification in the job description, we encourage you to apply anyways. You may just be the right candidate for this or other roles.

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| **Education and training** | |
| **Essential** | **Desirable** |
| Self-starter and innovative | Grade C or above in Maths (or equivalent) |
| Be willing to travel across our network of offices and stakeholder locations | Experience/ knowledge of local and national safeguarding policies and practice |
| Knowledge or understanding of Advocacy | Level 2 Diploma in Health and Social Care or equivalent |
| Grade C or above in English | The ability to drive and a full UK drivers’ licence, and have use of own vehicle |
| **Achievements, experience, skills & abilities** | |
| **Essential** | **Desirable** |
| Knowledge and understanding of the principles of advocacy and empowerment, and an awareness of the issues involved for people who use services and service providers | Working with a diverse range of individuals from a variety of different Black and Minority Ethnic group populations |
| The ability to understand guidelines, policies, and records etc.  Experience of completing records yourself | Experience of volunteering within the charity sector |
| Computer literate, including word processing skills, sound keyboard skills and knowledge of MS Word/ MS office applications | Experience of developing and working in line with strategic plans |
| Able to be caring, sensitive and patient while supporting people to be as independent as possible | Experience of working with vulnerable people in a home, community, or education setting |
| Keen to work with the people Advocacy Focus supports and demonstrate empathy and compassion | Experience of working with volunteers |
| Ability to methodically think through problems and come up with new solutions | Experience of contributing to the person-centred review process and of using a range of person centred planning tools |
| Ability to listen, understand and respond to people, always putting the person that’s being supported first | Experience of developing new ideas that improve people’s independence and working flexibly to achieve them |
| Ability to get on well with people and work in harmony with others, by both challenging and helping people to develop and learn from their experiences |  |
| Flexible in working arrangements which involve from time to time early/late starts/finishes and some evening work |  |
| A commitment to personal development and training |  |