

Volunteer and Community Engagement Co-ordinator

Responsible to:	Volunteer Manager
Length of contract:	Permanent (Subject to funding)
Salary:	£24,002 – £27,570
Based at:	Accrington/ Remote Working
Hours:	22.5 hours

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

Purpose of Role As a Volunteer Coordinator, you will play a pivotal role in actively supporting and recruiting volunteers to contribute to our primary volunteer programmes, including:

- **Mental Health Volunteer:** Provide support to individuals on mental health wards in hospitals via ward drop ins.
- **Community Advocacy Volunteer:** Assist individuals in the community who are facing various health and/or social care challenges.
- **Independent Visitor Volunteer:** Befriend, support and spend time with young people in care once a month.

Please Note: Location and travel required will vary depending on which programme you are assigned to.

- **Mental Health Volunteer:** Lancashire, Trafford, and St Helens
- **Community Advocacy Volunteer:** Lancashire and St Helens
- **Independent Visitor Volunteer:** Northwest- variety of locations

Key Tasks

- Support the Volunteer Manager to recruit and retain volunteers.
- Conduct supervisions
- Train volunteers to a high standard
- Regularly review volunteer practice and quality assure volunteer delivery.
- To develop and maintain good practice in line with national standards to the needs of volunteers and the service
- Develop positive relationships and partnerships with stakeholders and relevant agencies
- Keep up to date with relevant legislation and best practice
- Collaborate with the Volunteer Manager to enhance service delivery.
- Fostering positive partnerships links to support people in need
- Manage a small non-statutory case load.
- Support drop-in sessions at our community hub
- Support outreach activities to raise awareness and recruit volunteers.
- Participate in peer support sessions with team members
- Assist with community events and promote our services
- Deliver advocacy awareness sessions to increase awareness and engagement with advocacy services
- Attend monthly staff meetings and necessary training.

- Identify areas for personal development.
- Represent Advocacy Focus at meetings and provide feedback to the team.
- Build trust within the community and identify those struggling to access necessary support.
- Undertake any other duties commensurate with the post's grading.
- Operate within Advocacy Focus' policies and procedures
- Occasionally work evenings and weekends as required.

Person Specification – What We Need From You

We value personal qualities over specific qualifications or experiences. Essential criteria are non-negotiable, while desirable criteria are advantageous or trainable. If you're excited about this role and align with our mission, we encourage you to apply, even if your experience doesn't perfectly match every requirement. We are dedicated to building a diverse, inclusive, and authentic workplace.

Education and training	
Essential	Desirable
Self-starter and innovative	Grade C or above in English and 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
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	

advocacy focus

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	