

JOB SPECIFICATION

Post Title	Volunteer Development Officer (Maternity cover – 9 months – 1 year)
Salary Range	£23,674 to £29,592
Hours of Work	35 hours per week
Area	National
Base Location	Flexible – Glasgow Office based with the option of working from home
Responsible to	Volunteer and Participation Manager
Last Update	March 2023

Introduction

Who Cares? Scotland is Scotland’s only national independent membership organisation for Care Experienced people. Our strategic vision is to secure a lifetime of equality, respect and love for Care Experienced people in Scotland. At the heart of Who Cares? Scotland’s work are the rights of Care Experienced people and the power of their voices to bring about change. We provide individual relationship based independent advocacy and a range of connection and participation opportunities for Care Experienced people across Scotland. We work alongside Corporate Parents and others to broaden their understanding of care and challenge stigma experienced by Care Experienced people. We create opportunities for people with lived experience of care to influence policy makers, leaders, and elected representatives locally and nationally to shape legislation, policy and practice. We do this collaboratively to build on the aspirations of The Promise and secure positive change.

Purpose of the Post

This role will involve supporting both our volunteer team and teams across the organisation who involve volunteers in their work. The postholder will be responsible for promoting the positive involvement of volunteers at Who Cares? Scotland, and leading on the coordination of recruitment, training, development and support of volunteers in all areas of our work. They will have a key role in building and supporting a successful volunteer network, supporting, shaping and delivering a volunteer programme across the organisation working as part of the national volunteer staff team.

The post holder will be required to be flexible and work some unsocial hours to meet volunteer related operational need. There will be opportunities to work from home, but there will be a requirement for the post holder to be based in our Glasgow office.

The post holder should be well organised, be a highly effective communicator, have the ability to build positive relationships and have a genuine interest in volunteering. The post holder will also need to be efficient at working independently as well as part of wider team.

Significant experience of coordinating the work of volunteers including recruitment, selection, training, support and retention, and of meeting targets set around these areas is essential for this post. In addition, the post holder will have a sound knowledge of current research and recommendations relating to volunteer issues and have the ability to prioritise, plan and organise tasks and activities effectively. Being strongly committed to the work of Who Cares? Scotland and our aims is also essential for this post.

Main duties and responsibilities

- To develop a continuous programme of volunteer recruitment and involvement.
- Develop positive and supportive relationships with volunteers.
- Communicate frequently and effectively with volunteers and staff teams to ensure they are satisfied and well-placed.
- In conjunction with the relevant managers and staff, review and deliver training programmes as appropriate and assist in the ongoing development of relevant and high-quality training materials for volunteers.
- To keep an overview of volunteer needs with a view to maintaining commitment and retention and increasing productivity.
- To take responsibility for specific volunteer projects.
- To organise volunteer information and development sessions and social events.
- To take responsibility for training and implementing child and safeguarding procedures.
- To liaise with and represent Who Cares? Scotland in relevant external forums and networks.
- In consultation with the management team, identify and develop appropriate roles for volunteers at Who Cares? Scotland as well as maintaining meaningful current volunteer roles.
- To support with sources of funds for volunteer development and external volunteer accreditation.
- To keep an overview of volunteer records, upholding confidentiality and GDPR.
- To analyse and report on volunteer information, activity and records.
- To make and deliver presentations on the work of Who Cares? Scotland with emphasis specifically on volunteer roles, both internally and to external organisations or groups.
- Contribute to the implementation of the volunteer strategy.
- To support the evaluation, reporting and learning from all activities undertaken.
- Be an ambassador for Who Cares? Scotland by upholding the staff code of conduct, adhering to policies and procedures and promoting values at all times.
- Carry out any other duties commensurate with the post as agreed with the Manager.

Communication

The postholder will have key contacts with:

- Care Experienced members
- Volunteers
- Corporate Parents
- Public Bodies
- Academics
- Third Sector agencies and forums
- Who Cares? Scotland colleagues

Teamwork is important to the smooth running of the organisation and all team members are required to play an active part. The post holder is expected to work in partnership and flexibly with colleagues, minimising the risks of silo working.

Working environment

The location of the postholder is flexible, however they will be expected to travel across Scotland, with a focus on the Central Belt, regularly to fulfil their remit and meet the needs of volunteers as well as adopt a hybrid approach. Evening and occasional weekend work is a requirement of the role.

Attitudes and values

Commitment to:

- Diplomacy and the ability to understand different points of view while operating within organisational priorities, policies, and procedures.
- Working in an inclusive and anti-oppressive manner with an understanding of equal opportunities practices.
- Working with confidential information and material appropriately.
- Child and Human rights.
- Belief that young people can make transformative change happen in their lives if given the opportunity.
- Working in partnership with Care Experienced people of all ages
- Developing best practice through regular supervision and training opportunities.
- Inter-agency, inter-disciplinary working to improve outcomes for Care Experienced people.

Qualifications:

- While we welcome the knowledge gained through relevant qualifications, we are just as interested in relevant work experience.
- Demonstrable continuing professional development in relevant areas.

Knowledge

Demonstrable knowledge of:

- Microsoft Office systems.
- Current research and recommendations relating to volunteer issues.
- Understanding of data collection, collation, analysis and presentation
- Training, teaching and learning methodologies.
- Communication techniques and learning styles.
- The issues affecting Care Experienced people.
- Child and human rights.
- Experience managing a team of volunteers in different roles
- Experience in recruiting through various channels
- Working knowledge of databases
- The Promise.

Skills and Competencies

- Ability to manage your time and workload effectively to meet deadlines.
- Ability to effectively evidence and plan work.
- Excellent communication and interpersonal skills, both oral and written are required to achieve effective working relationships with diverse people, young people and adults at all levels.
- Ability to form positive relationships with children and young people, volunteers and staff.
- Ability to work collaboratively as part of a team and on own initiative.
- Ability to work flexibly.
- Excellent administration skills and the ability to produce high quality work.
- The recruitment, selection, training and support of volunteers, which should have included young people and the ability to identify and develop a variety of volunteer roles.
- Preparing and delivering effective presentations/training events.
- Working under pressure in a changing/dynamic environment and using own initiative.

Experience

- Experience of recruiting, training and supporting volunteers.
- A record of managing simultaneous priorities and projects.
- Experience of working with a range of diverse people.
- Experience managing a team of volunteers in different roles
- Analysing and reporting impact.

We particularly welcome applications from people with experience of the care system who meet the criteria for the post.