

CARER SUPPORT WILTSHIRE

Job Description

Job title:	Volunteer Manager
Accountable to:	Head of Fundraising and Partnerships
Responsible for:	Volunteers. & Volunteer recruitment officers X2 0.4 FTE (post April 2022)
Geographical area:	Wiltshire and Dorset. Flexible working base at either our Semington office or community based
Hours of work:	37 hours per week Monday to Friday; some evening and weekend work
Pay scale:	£26,965 pa
Contract:	Permanent

About Carer Support Wiltshire

Carer Support Wiltshire is a registered charity (Charity no: 1092762) that supports all unpaid carers, from five years upwards, in Wiltshire and Dorset. Our aim is to create a society which understands and supports unpaid carers. We operate in Dorset under the name Carer Support Dorset.

We help carers to access services, information, education and training, respite, and breaks from their caring role. We ensure they have a voice that is heard and work with health and social care professionals and employers to raise carer awareness and develop best practice.

We work towards a future where:

- Unpaid carers have better health and well-being.
- Unpaid carers can make choices about their caring role and access the right support and services for the person they care for.
- Unpaid carers needs, their voices and the contribution they make to society are recognised and valued.

Carer Support Wiltshire's Strategy & Vision

Vision: A society which understands and support unpaid carers.

Mission:

Improving life for all unpaid carers by:

- Listening to and meeting their needs;
- Providing information to give them choices;
- Giving them a voice;
- Influencing and raising awareness of unpaid caring.

Our Values: we are carer-focused, creative, have integrity, we collaborate, and we empower.

The role

To be responsible for developing a diverse range of creative and innovative volunteering opportunities within Carer Support Wiltshire and Dorset which support and enhance existing services for local carers; to recruit and support volunteers to access these opportunities; to seek opportunities to promote a positive profile to volunteering within Wiltshire and Dorset.

Main areas of responsibility

Volunteer recruitment and support

- To maintain oversight on all aspects of volunteer involvement including recruitment, induction training, support and ongoing supervision, based on good practice in line with our 2022 volunteer strategy.
- To maintain oversight of the correct implementation of all DBS checks for volunteers in line with the volunteer strategy and according to DBS legislation.
- Recruitment of a diverse group of fully supported volunteers, from a diverse background that represents our service users e.g. former carers, which reflects the wider community.
- Planning and facilitating training and induction programmes for volunteers.
- Developing a support and supervision program for all volunteers, that highlights the volunteering experience and identifies individual training needs.
- Formulate and update a comprehensive operational plan in line with our volunteer policy and associated volunteer strategy and action plans, within the policies and procedures framework of Carer Support Wiltshire and Dorset.
- To value, recognise and highlight the vital role that volunteers have in the provision of services to carers and acknowledge that they are integral to the work of Carer Support Wiltshire and Dorset.
- To plan, access and monitor the progress of learning opportunities for volunteers.
- To coordinate and facilitate training courses for volunteers throughout the year.
- Arrange regular group and social events to show our recognition of the commitment of volunteers.
- Maintain and update resources and information for volunteers.
- To ensure compliance with health and safety for all volunteers.

Volunteering opportunities

- Develop a wide range of interesting volunteering opportunities that enhance volunteers' existing skills or enable them to develop new skills. The volunteering opportunities should complement and expand the existing services provided by us for local carers, with emphasis on support to carers who are identified as being hard to reach or disadvantaged.
- Develop appropriate volunteer support for new services for carers in response to identified need.

- Involve volunteers in the delivery of training and presentations, including those to health, social services and the voluntary sector to promote recognition and understanding of the needs of carers.

Promotion and publicity

- To publicise the contribution of and opportunities for volunteers widely throughout Wiltshire and Dorset including through our newsletters and in liaison with the communications team.
- Develop contacts and identify partnership opportunities with other organisations in the field of volunteer support.

Monitoring

- Maintain accurate records, monitoring and evaluation information including using BreatheHR, our database Charitylog to enhance project planning and development and in line with GDPR legislation.
- To provide reports on the work of the volunteer program.
- Ensure volunteer data is correct and within GDPR legislation on our HR system.

Additional occasional responsibilities

As a member of a small team, the post holder will be expected as necessary to support colleagues by:

- Identifying appropriate sources of information, advice, benefits, equipment and services which carers can access, and updating shared resource information to reflect this.
- Actively contribute and participate in publicity events and represent us in a positive manner and to raise awareness of carers' needs

General requirements

The post holder will be expected to:

- Possess the essential skills as detailed in the person specification.
- Adhere to and uphold our mission, vision, values, strategic aims and policies.
- Act with integrity and maintain the highest professional standards at all times.
- Maintain a confidential, sensitive and discrete approach to personal, sensitive and organisational information.
- Contribute to a culture of equality and demonstrate a commitment to removing all forms of discrimination as a colleague and as a provider of services to carers.
- To work collaboratively as a member of a small team including volunteers and to attend and actively contribute to team meetings.
- Actively identify own training needs and personal development, and to participate in training sessions when required.

A flexible approach is required for this role and you may be asked to undertake other duties from time to time as determined by your line manager and in keeping with the purpose of the post and after consultation with the post holder.

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post-holder will perform. The job description will be reviewed regularly including at annual appraisals and may be changed in the light of the needs of the organisation and following consultation with the post-holder.

Person Specification

As an employer committed to Equal Opportunities, we will assess applications in line with these criteria that we consider either as being essential or desirable in this role.

		Essential	Desirable
Qualifications	A good standard of education, GCSE grades C+ above	Y	
	Professional qualification e.g. ILM level 3 or above		Y
Experience	Understanding of the issues of Carers and to have specific interest in supporting all adult Carers	Y	
	Understanding of Personalisation in Health and Social Care		Y
	Experience of managing projects	Y	
	Awareness of the role of Carers, the issues and the diverse needs they may have	Y	
	Managing volunteers	Y	
	Understanding of different pathways in volunteering	Y	
	Working with voluntary and/or statutory agencies		Y
	Working in a busy office environment	Y	
	Ability to prioritize work and deal with competing demands	Y	
	Ability to work as part of a team and alone, and under pressure	Y	
	Delivering training	Y	
	Dealing with confidential issues	Y	

	Working with groups	Y	
	Ability to demonstrate adaptability within a rapidly changing environment	Y	
	Experience of using a database to run reports	Y	
Knowledge	Knowledge of Health and Social Care Issues, of care in the community and of the Voluntary Sector	Y	
	Knowledge of Government legislation relating to Carers		Y
	Knowledge of the increasing role of volunteers in Health and Social Care	Y	
	Have up to date knowledge of GDPR and data protection	Y	
Interpersonal Skills	Good verbal, written and presentation communication skills	Y	
	Listening skills	Y	
	Empathy / ability to build relationships	Y	
Technical Skills	Computer literate – good working knowledge of Office, databases etc.	Y	
Qualities	Commitment to high quality Carer focused services	Y	
	Organized approach to work	Y	
	Enthusiasm and good sense of humor	Y	
Other	Work in other locations, or at times outside normal working hours (i.e. in the evenings or at weekends) on an occasional basis, as required by the organisation	Y	
	Have access to car and be able to drive	Y	