



## Role Description

Job Title:	Volunteer Support Officer (Community Assistance Project)
Location:	Hybrid (Home / Cardiff)
Contractual Status of Role:	Full time, 35 hours per week Fixed term until March 2025
Job Title of Line Manager:	Listen and Connect Service Coordinator
Job Purpose:	To meet the project objectives by recruiting, inducting, training and supporting suitable volunteers as part of the Listen and Connect Service.
Main Responsibilities:	<ol style="list-style-type: none"> <li>1. Implement the volunteer recruitment plan.</li> <li>2. Process all volunteer applications in a timely and professional way, taking the prospective volunteers through the recruitment process.</li> <li>3. Provide support to volunteers through their initial induction and training and on an ongoing basis.</li> <li>4. Ensure all volunteers have appropriate Disclosure and Barring Service checks prior to starting the role.</li> <li>5. When referrals are received, match the service user with the most suitable volunteer while ensuring a high quality, timely and responsive service is provided.</li> <li>6. Maintain accurate and up to date records utilising our case management system and other databases.</li> <li>7. Support programme evaluation through surveys and questionnaires.</li> <li>8. Ensure volunteer and service user support documentation and resources are maintained and communicated.</li> <li>9. Support the Service Coordinator with a range of activities to provide volunteers and service users with the best experience possible.</li> <li>10. Make onward referrals internally or externally to provide a holistic support package for service users.</li> <li>11. Support the Service Coordinator with disseminating information to volunteers and service users as appropriate.</li> </ol>

	12. Promote the service via a range of platforms and networks.
<b>Person Specification</b>	<b>All the listed criteria are essential unless stated otherwise.</b>
Experience	<p>The ability to demonstrate experience of:</p> <ul style="list-style-type: none"> <li>• Working with others to deliver successful projects and services.</li> <li>• Recruiting, managing and working with volunteers.</li> <li>• Establishing and maintaining productive collaborations.</li> <li>• Networking.</li> <li>• Negotiating at a range of levels both in and outside the organisation.</li> <li>• Marketing and promotion.</li> </ul>
Knowledge	<p>The ability to demonstrate knowledge of:</p> <ul style="list-style-type: none"> <li>• Issues affecting older people in Wales and barriers to accessing support.</li> <li>• Volunteer recruitment.</li> <li>• Working knowledge of Microsoft Office applications.</li> <li>• Data Protection (GDPR) compliance.</li> <li>• Safeguarding vulnerable adults.</li> </ul>
Skills/Ability	<ul style="list-style-type: none"> <li>• Excellent verbal, aural and written communication skills.</li> <li>• Excellent organisational skills.</li> <li>• A 'hands-on' attitude, able and willing to undertake practical tasks.</li> <li>• Providing support and encouragement to people in difficult situations.</li> <li>• Excellent administration and IT skills.</li> <li>• An ability to handle confidential and sensitive data professionally and appropriately.</li> <li>• An attention to detail and an ability to work to required standards and procedures without supervision.</li> <li>• A confident and positive approach to handling interaction with others by using a full range of interpersonal skills.</li> <li>• Ability to speak Welsh (Desirable).</li> </ul>
Qualifications	Experience in relevant subject area.
Additional Circumstances	This post requires an Enhanced Disclosure and Barring Service check.
<b>Notes:</b>	

- This role description is not intended to be exhaustive in every respect, but rather to clearly define the fundamental purpose, responsibilities and dimensions for the role. Therefore, this role description does not describe any individual role holder.
- In addition to the contents of this role description, employees are expected to undertake any and all other reasonable and related tasks allocated by line management.

<b>Role Description Agreement</b>		
Signature of Job Holder	Print Name	Date

**July 2023**