



## Role Description

Job Title:	Regional Volunteer Officer (Community Assistance Project)
Location:	Home based with potential office space in a partner office, covering the South and South East Wales Region
Contractual Status of Role:	Part time, 21 hours per week Fixed term until December 2024
Job Title of Line Manager:	Regional Coordinator (South and South East Wales)
Job Purpose:	To meet the Community Assistance Project objectives by recruiting, inducting, training and supporting suitable volunteers within the region to deliver support at a community level, working closely and in collaboration with local partners.
Main Responsibilities:	<ol style="list-style-type: none"> <li>1. Implement the volunteer recruitment plan for the region.</li> <li>2. Process all volunteer applications in a timely and professional way, taking the prospective volunteers through the Community Assistance Project recruitment process.</li> <li>3. Ensure all prospective volunteers are inducted with Age Cymru and Community Assistance Project partners across the region.</li> <li>4. Ensure the delivery of all the relevant training required.</li> <li>5. Provide a mentoring / buddying system for the new volunteers.</li> <li>6. Ensure all volunteers have appropriate Disclosure and Barring Service checks prior to starting the role.</li> <li>7. Provide ongoing support to volunteers.</li> <li>8. When referrals are received, match the service user with the most appropriate volunteer while ensuring a high quality, timely and responsive service is provided.</li> <li>9. Identify and attend relevant networks, publicise the Community Assistance Project, establish community links with all appropriate stakeholders and promote the service through a range of methods.</li> <li>12. Promote and cascade information, including real-life examples of positive intervention through all available methods.</li> <li>13. Maintain accurate and up to date records in the region utilising our case management system and other</li> </ol>

	<p>databases, to provide for the effective monitoring and evaluation of the project.</p> <p>14. Support programme evaluation through surveys and questionnaires.</p> <p>15. Make onward referrals internally or externally to provide a holistic support package for service users.</p>
<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>• Running meetings and events.</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>• Local services in the public or voluntary sector.</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>• Proven ability to successfully manage a team of volunteers to deliver project outcomes.</li> <li>• Demonstrate high calibre communication skills (verbal and written) with the ability to use these for developing partnerships, negotiating and influencing.</li> <li>• Ability to use own initiative.</li> <li>• Ability to oversee organisation of work from plan to execution.</li> <li>• Make cost effective use of limited resources.</li> <li>• Adapt to changing circumstances, multitask and make decisions based on new priorities and demands.</li> <li>• Prioritise work and deal with competing or conflicting demands/needs and interests.</li> <li>• Promote programme aims and objectives.</li> <li>• IT literate including data management.</li> <li>• Ability to speak Welsh (Desirable).</li> </ul>
Qualifications	Experience in relevant subject area.

Additional Circumstances	<p>This post requires an Enhanced Disclosure and Barring Service check.</p> <p>The role holder will be required to provide a car for business use and some occasional travel across Wales may be required. There may be occasional requirements to work evenings and weekends - these will be planned in advance.</p>
--------------------------	---

**Notes:**

- 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.

Role Description Agreement		
Signature of Job Holder	Print Name	Date

**July 2023**