

Vision & Hearing SUPPORT

Volunteer Officer, Community Voice Application Pack

A Partnership Project between:

**Vision &
Hearing**
SUPPORT



The Community Voice Project Officer will be employed by Vision & Hearing Support

Funded by  **COMMUNITY
FUND**

About Us

Our Vision

A vision and hearing loss community that is **informed**, **empowered** and **resilient**.

Our Mission

1. **Empower** our community by giving them the tools they need to live independently and make positive decisions.
2. Help our community overcome adversity by increasing **resilience** and wellbeing.
3. Ensure our community are **informed** by providing first class information, advice and guidance.
4. **Influence** positive change locally, regionally and nationally for our community through strong stakeholder and relationship management.

Our Values

Supportive

We respond and adapt to the needs of the Vision and Hearing loss community. We respect and value all our community equally. We are committed to working together to achieve shared goals.

Trustworthy

We are accountable. We are open and honest in our approach. We are reliable, act with integrity and do what it takes to support those in need.

Caring

We are friendly and warm. We take time to listen and promote inclusivity. We treat everyone with dignity and respect.

Professional

We are passionate and strive to be the best. We actively seek new ideas and innovation to bring about positive change. We rely on evidence to make our decisions. We challenge ourselves to be bold and resourceful. We are determined in the face of adversity.

Volunteer Officer

Vision and Hearing Support delivers a range of activities and services to support those living with sensory impairment in Gateshead and South Tyneside.

VHS has secured funding from the National Lottery Community Fund to deliver a network of activity, led by service users and supported by Community Voice Officers and Volunteers. The project has been funded for two years and is a Partnership between VHS, Your Voice Counts and BlissAbility.

The Volunteer Officer will play an integral role across the Partnership to recruit, induct and manage volunteers to support the development of a variety of community activity. The project will host three Community Voice Officers, one in each organisation, who will form a collaborative network. The project and staff team will be managed by the Project Coordinator.

The Volunteer Officer will develop and implement a recruitment drive for volunteers across the partnership. You will produce a targeted induction plan that includes personal objectives, outcomes and training for the volunteers. You will target volunteer recruitment to meet the needs of the activities and ensure skills are aligned. The Volunteer Officer will work with the project team to develop a sustainability plan for each activity, supporting Volunteers to take a leading role in the future delivery.

The Volunteer Officer will work across Gateshead and South Tyneside and collaboratively with the Partner organisations. The role will work closely with colleagues from the Project and the wider Charity to enable us to meet the funding and organisational outcomes.

We are committed to safeguarding children and vulnerable adults. The successful applicant will be required to undertake an enhanced criminal record check and proof of identity will be required.

You can find an application form at www.visionandhearingsupport.org.uk

or you can telephone Vision & Hearing Support on 0191 4785959;

or you can email contactus@visionandhearingsupport.org.uk (Please ensure you include the Job title within the subject heading).

If you need the form or pack in an alternative format, please let us know.

For an informal discussion about the job please email Carol McAllister, Operations Manager, carol.mcallister@visionandhearingsupport.org.uk

Closing date for applications is: 9:00 am Monday 20th June 2022

JOB DESCRIPTION

Job Title:	Volunteer Officer
Responsible to:	Project Coordinator
Responsible for:	Volunteers
Location:	Gateshead/South Tyneside
Hours:	21 hours per week
Salary:	£19,700 FTE

Function

The Volunteer Officer will be responsible for a Team of community-based volunteers. The role of the volunteers is to support a network of activities targeted to reduce isolation and loneliness whilst increasing skills, confidence and resilience among beneficiaries.

Main Tasks

Partnership & Collaborative Working

1. To establish a good working relationship with the Community Voice Officers within Vision & Hearing Support, BlissAbility and Your Voice Counts and support the whole project Team as it is established.
2. To support individuals and encourage volunteering across the different groups represented by the Partnership.
3. To establish excellent relationships with potential volunteers, existing local community networks and other community services.
4. To work with the Community Voice Officers and partners to support the delivery of network activity.

Recruitment, Development and Supervision

5. To prepare specific volunteer role descriptions to harness the skills of volunteers to meet the needs and aspirations of the beneficiaries
6. Working at a grass roots level with a targeted campaign, you will engage and recruit potential volunteers into a variety of roles across the Partnership.

7. You will develop a robust volunteer induction programme ensuring legislation compliance and safer recruitment practices.
8. You will maintain excellent communication and feedback with the volunteers through a range of mechanisms including formal meetings and informal events, training and workshops.
9. Provide job match support for volunteer roles and be the first point of contact for all volunteers throughout their engagement.

Evaluation and Reporting

10. To provide monthly performance reports to the Community Voice Coordinator
11. To record outcomes and outputs on a regular basis through Charity Log and produce case studies and information for publicity materials
12. To continuously review progress and adapt delivery approaches to ensure the project's success
13. To collaborate with the Project Evaluators through the lifetime of the project, contributing and responding to the findings of the evaluations.
14. To record and submit financial records of all volunteer expenses and payments made in relation to volunteer activities.

General Activity

15. To liaise with, promote and support the Partnership's range of services and signpost to other relevant services as appropriate.
16. To ensure all service user information is accurately captured and maintained in line with GDPR.
17. To promote the Partnerships services in conjunction with the respective business plans.
18. Attend team meetings and training relevant to the post and statutory requirements
19. To represent the organisation effectively to external organisations and to participate as required in local, regional and national events.
20. To work as an effective member of the VHS team, contributing to all aspects of development, innovation and engagement, as may reasonably be required taking account of the nature and scope of the duties of this position. The staff team is

structured to enable team members to work cross functionally depending on experience and skillset even if their primary assignment is not to that area.

21. It is a requirement of all staff that they:

- Work to support the values of the charity. These promote respect of service users recognising their skills and entitlement to choice, dignity and independence.
- Work positively in support of the principles outlined in the organisation's Equality and Diversity Policy.
- Assist in maintaining a safe working environment by attending training in basic and specialist health and safety as necessary, both on appointment and as changes in duties and the law require and to follow the requirements of the VHS Health and Safety at Work policy and any local codes of safe working practices.
- Comply with the requirement of the charity's employment policies and procedures.

Special Requirements

The post will involve often working without direct supervision, occasional lone working and some working out of normal office hours.

A willingness to work in an environment with Guide Dogs is essential.

The role will be delivered in a variety of locations, including service users' homes, places of work, local community etc, therefore a driving licence, access to a vehicle for work purposes and willingness to travel is required.

We are a Committed to safeguarding children and vulnerable adults. The successful applicant will be required to undertake an enhanced criminal record check and proof of identity will be required.

PERSON SPECIFICATION – Volunteer Officer

	Essential	Desirable
EDUCATION		
GCSE grade A*-C Maths and English, or equivalent qualification	x	
Level 3 qualification in Health & Social care or Community Development (or evidence of current up to date work towards)		x
Proficient use of the Microsoft Office suite of programmes	x	
Knowledge of any database or CRM systems (e.g. Charity Log, SalesForce or others)		x
SKILLS		
A good understanding of both the practical and emotional needs of service users with sensory impairments and/or other disabilities.	x	
Excellent ability to build strong professional relationships with individuals	x	
Excellent organisational skills with the ability to manage own workload, work independently, organise multiple tasks and achieve results without close supervision.	x	
Be able to engage and communicate effectively with volunteers and colleagues	x	
Creativity and resourcefulness to help identify solutions to problems	x	
Ability to produce on and offline publicity materials	x	
EXPERIENCE		
Proven experience in volunteering by working with (or as) a volunteer	x	
Partnership working and collaboration		x
Recruitment, induction, and staff/ volunteer development		x
Report writing and record keeping		x
Monitoring and reviewing individual progress	x	
Project Evaluation		x
Volunteer management in a community setting	x	
ATTRIBUTES		
Develop relationships with internal and external contacts	x	
Must possess high standard of integrity	x	
A commitment to promoting equality and diversity	x	
A flexible approach and willingness to learn and develop	x	