

VALLEY HOUSE

VOLUNTEER MANAGER

JOB DESCRIPTION

Responsible to:	Business Support Manager
Responsible for:	All volunteers
Conditions of Service:	20 hours over 3/4 days 26 days annual leave (pro rata). 1 additional day's leave for every 2 years of service up to a maximum of 29 days per annum plus public holidays (pro-rata). Pension contribution to Valley House group personal pension scheme.
Salary:	£31,212 FTE
Location:	Office base - Bell Green, Coventry

Main Purpose of Job:

- To lead on the recruitment, induction and ongoing training and support of all Valley House volunteers.
- To lead and manage all Valley House volunteers, ensuring they provide a high quality, professional and successful service.
- To ensure effective relationships with all Valley House managers who have volunteers placed within their service.
- To prepare all monthly, quarterly and annual internal and external monitoring and reports as required.

Key Tasks and Responsibilities:

- Widely advertise Valley House volunteering opportunities through local networks.
- Undertake all potential volunteer interviews, assessing suitability to be a Valley House volunteer.
- Lead on the induction of all volunteers, utilising other staff as appropriate.
- Provide regular supervision/support sessions to all volunteers to ensure they are able to fulfill the expectations of their volunteering role.
- Lead on the delivery of ongoing training, utilising other staff as appropriate.
- Monitor the quality of their work, ensuring compliance with all internal standards and external expectations.
- To communicate clearly and effectively with other Valley House managers.
- Create and maintain accurate records to allow for monitoring of volunteering hours.
- To work with the Senior Management Team to develop monthly, quarterly and annual reports.
- To complete all expected reports in a timely manner.

Corporate Responsibilities:

- Adhere to all Valley House policies.
- Ensure the effective implementation of Valley House Equality and Diversity policies.

- Ensure the service user is at the heart of all service delivery and development.
- Attend all meetings and training relevant to your role.
- Act as an ambassador for Valley House.
- To carry out other duties appropriate to the post as requested by your line manager or other manager or Board member.

- 1. Whilst every endeavour has been made to outline all the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail.**
- 2. Workers should not refuse to undertake any work, which is not specified in this Job Description, but they should record any additional duties they perform, and these will be taken into account when the post is reviewed.**
- 3. Valley House is an Equal Opportunities Employer and requires its employees to comply with all current equality policies both in terms of equal opportunity for employment and access to services.**
- 4. Valley House is committed to making any necessary reasonable adjustments to the job role and the working environment that would enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.**
- 5. All posts at Valley House are subject to continued funding.**
- 6. This job description may be subject to change by agreement from time to time to reflect the changing needs of Valley House and its funders.**

PERSON SPECIFICATION

QUALIFICATIONS / EXPERIENCE
Proven experience in recruiting, inducting and supporting staff or volunteers.
Experience in delivering training.
KNOWLEDGE AND UNDERSTANDING
Knowledge and understanding of what motivates volunteers.
Knowledge and understanding of how to attract a range of volunteers.
Knowledge of best practice in relation to safeguarding adults and children.
Understanding and passion for the work of Valley House.
SKILLS AND ABILITIES
Approachable manner with a high level of interpersonal skills and the ability to motivate and inspire others.
Strong organisational skills and the ability to manage multiple priorities effectively.
Good IT skills.
Excellent communication skills, both oral and written.
Ability to maintain clear boundaries.
Ability to work on own initiative.
ADDITIONAL REQUIREMENTS
A flexible approach to ensure all volunteers are supported effectively.