

## Volunteer Recruitment & Support Officer Job Description

<b>Job Location:</b>	Office based (within Edinburgh, Glasgow) and home based (Aberdeen)
<b>Responsible to:</b>	Head of Volunteering (under review)
<b>Responsible for:</b>	Volunteers within a geographical area

### 1. Introduction to Chest Heart & Stroke Scotland

# NO LIFE HALF LIVED


Everyone has the right to live life to the full. After a diagnosis of a chest or heart condition or a stroke, many people experience fear and isolation and struggle with the impact on their lives. Chest Heart & Stroke Scotland won't stand for that. The care and support we deliver every day ensures everyone can live the life they want to.



CHSS is fortunate to have the support of 1,500 volunteers and we are looking to double this number of volunteers to help us reach more people living with our conditions across Scotland.

**Our Vision:** welcome to a Scotland where people with our conditions can live their lives well. Full lives, with the right support, at the right time and in the right place. A place where you can shape your future and live the life you want to lead.

**Our Mission:** welcome to a community where people can support each other, secure the expert help they need and collectively advocate for the care that matters to them. Welcome to the charity that never underestimates the power of a cup of tea, a conversation started, a recovery begun.



**No Life Half Lived means we need to listen to people with our conditions and deliver well for them. We have identified four goals to get us there.**

We will place our focus on **addressing the unmet needs** of people with our conditions - social, emotional, and physical - across all Scotland's communities.

We will be **led by our people**: people with lived experience of our conditions, their families & carers, friends, colleagues and healthcare professionals.

We will secure the **funding required to deliver via a diverse income portfolio that is consistent with our values** and ethical approach.

We will be **effective and accountable** in all that we do.

We have developed six values to guide us in delivering against our goals:

**Agile**: we will be able to adapt to the needs of our people and the environment we work in.

**Innovative**: we will look for improvement in what we currently do and be creative in developing new services.

**Inclusive**: we will adopt a human rights based approach to our work and ensure we are accessible.

**Accountable**: we will take ownership for our work and hold decision makers to their responsibilities.

**Collective**: we can only achieve our goals by working together and learning from each other.

**Courageous**: we will say what needs to be said and do what needs to be done to meet our goals.



## 2. Job Purpose

Volunteering has been successfully embedded across all teams within CHSS over the past few years. To support the delivery of our No Life Half Lived strategy, we are now ready to deliver a step-change in the number of volunteers we engage to support our work. We can offer a diverse range of opportunities for volunteers. Historically, volunteer recruitment was carried out by various functions and this role will now provide a more coordinated approach to how we recruit and manage our volunteers. We will ensure that our programme is volunteer-led.

The Volunteer Recruitment & Support Officer will recruit, select and contribute to the training of new volunteers through community mapping and scoping, raising the profile of our volunteer requirements and working in partnership with internal and external colleagues. They will also support the Volunteer Coordinator and Volunteer Development Manager by contributing to the development and review of key policies and processes for volunteer involvement.

## 3. Key Challenges

- Operating in a highly competitive market.
- Working in and understanding a large geographical area.
- Prioritising internal volunteer recruitment demands.

## 4. Key Responsibilities

### Volunteer Recruitment & Support

- To liaise with colleagues to identify volunteer recruitment needs to further develop services and raise funds.
- To recruit a targeted number of volunteers across the designated area for specific volunteer roles.
- To liaise with internal colleagues and external agencies to promote volunteering opportunities extensively.
- To build relationships with organisations and create links to increase volunteer recruitment.
- To promote volunteering opportunities within specific geographic areas
- To coordinate volunteer selection by managing volunteer enquiries, interviewing volunteering applicants and support volunteers to complete the application process.
- To support volunteers and local colleagues to ensure that appropriate training and induction is provided to volunteers.
- To maintain accurate volunteer database records.
- To maintain contact with local third sector interfaces and take an active part in local volunteer networks / events.
- To develop recruitment plans with local colleagues.
- To liaise with Communications Department colleagues regarding publicity.
- To meet agreed performance indicators set for volunteer recruitment, statistical data, reporting volunteer activity and liaise with volunteers to deliver continuous improvement, promoting a volunteer-led culture.

### External Representation

- To act at all times as a credible ambassador for the organisation externally, promoting organisation-wide interests.
- To represent the organisation at an agreed selection of relevant local networks and events.

### Diversity

- To help CHSS promote volunteering as a route to enhancing diversity and social inclusion that helps increase CHSS's awareness among a wide range of audiences/groups and improve community engagement.
- To identify under-represented groups and consult with the groups on how to reduce barriers into volunteering.

## 5. Key Results/Objectives

To support the recruitment and involvement of volunteers across CHSS functions. Key results include:

- Promotion of volunteering opportunities
- Recruitment, selection and induction of volunteers
- Supporting local colleagues with ongoing volunteer support
- Raising the profile of CHSS with external stakeholders
- Sharing the vision of CHSS's No Life Half Lived strategy
- To ensure a quality, consistent and flexible experience for volunteers whilst meeting the needs of the organisation

## 6. Dimensions

Budget responsibility: Delegated budget for volunteer recruitment and support within the region

Contacts:	<b>(Internal)</b>	Head of Rehabilitation Support Head of Supporter Fundraising Head of Retail Field Operations Retail Shop Managers Head of Rehabilitation Support Rehabilitation Support Coordinators Peer Support Group Workers Regional Fundraising staff Volunteer Coordinator Volunteer Development Manager Volunteer Development Administrator Communications staff Corporate Services staff National Training team
	<b>(External)</b>	Third Sector Interfaces Community Organisations Local contacts for volunteer recruitment purposes.

*The above job description is not exhaustive and is clarified to include broad duties inherent in the post. Evaluation and development of this post may, in time, indicate a need to revise duties herein.*

## Person Specification

	Essential	Desirable
<b>Education and Knowledge</b>	<ul style="list-style-type: none"> <li>• Sound understanding of volunteer recruitment and volunteer management processes</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of community service provision.</li> <li>• Knowledge of community fundraising/income generation</li> </ul>
<b>Previous Experience</b>	<ul style="list-style-type: none"> <li>• Considerable experience of working with and supervising volunteers</li> <li>• Good organisational</li> <li>• Good communication skills</li> <li>• Ability to use Microsoft Office applications such as Word, Excel, email and internet and to a high standard</li> <li>• Experience of managing volunteer recruitment campaigns</li> <li>• Experience of developing links with other agencies</li> </ul>	<ul style="list-style-type: none"> <li>• Line management of volunteers</li> </ul>
<b>Skills Aptitudes Abilities</b>	<ul style="list-style-type: none"> <li>• Proven ability to communicate clearly</li> <li>• Ability to plan and work to targets</li> <li>• Ability to work independently and confidentially</li> <li>• Ability to work and think flexibly</li> <li>• Open to change</li> <li>• Ability to work within a team</li> <li>• Ability to deal with information in a confidential manner and respond sensitively</li> <li>• Full current driving license – confident driver</li> </ul>	<ul style="list-style-type: none"> <li>• Good written communication skills including the ability to present results in a clear manner</li> <li>• Creative thinking</li> <li>• Use of a car for work</li> </ul>
<b>Disposition</b>	<ul style="list-style-type: none"> <li>• Commitment to ethos of the voluntary sector</li> <li>• Commitment to equal opportunities</li> </ul>	

## Summary of Terms and Conditions of Employment

<b>Term:</b>	Permanent
<b>Salary:</b>	Grade 4(ii), Scale Points 20-26, £20,720 - £24,573 pro rata  <i>New appointments are normally placed at the base of the salary scale unless there are exceptional circumstances.</i>
<b>Hours of work:</b>	26 hours per week (CHSS full-time is 32.5 hours)  Willingness to work flexibly including travel and, on occasion, to stay away from home
<b>Review of Work:</b>	The postholder is subject to the CHSS objective setting, supervision and appraisal process.
<b>Travel:</b>	You will be required to use your own car on CHSS business, which is reimbursed at the current rate per mile. All other reasonable travel, subsistence and other necessary expenses are reimbursed.
<b>Annual Leave:</b>	CHSS leave year runs from 1st April to 31st March. Employees are entitled to 36 days annual leave in their first year of service (including public holidays). An employee will be awarded one extra day's annual leave for each complete year of service up to a maximum of 42 days (including public holidays). These allowances are pro-rated for part time employees and further pro-rated for those who join or leave CHSS during the leave year.
<b>Pension scheme:</b>	<p>CHSS offers a Group Personal Pension Plan, which has been established with Aviva. The Plan is a money purchase arrangement. You can choose at what rate you wish to contribute (subject to a minimum age related contribution) and how to invest your own contributions and those made by CHSS. The emerging fund at the point that you wish to take the benefits is then used to purchase a pension that is paid for the rest of your life.</p> <p>Employee's and Employer's Contributions are paid on the portion of the employee's salary which is above the National Insurance contributions threshold (the Lower Earnings Limit). Employees who meet the relevant criteria are "automatically enrolled" in the scheme.</p> <p>There are also schemes which provide death-in-service benefit and permanent health insurance.</p>
<b>Equal Opportunities:</b>	CHSS is committed to equality of opportunity and to no discrimination on the grounds of race, religion or belief, age, sex, marital or civil partnership status, disability, sexual orientation, transgender status, pregnancy or maternity.