

**Job Description**

Title: Volunteer Coordinator\*

Reports to: Chief Executive Officer

Remuneration: Salary scale NJC 25 £22,658 (£9,798 actual)

Hours: 16 hours per week

Based: Brighton

Terms: 1 year fixed term contract, in line with funding.

Flexible 16 hours per week, with occasional evening and weekend work

25 days annual leave entitlement

\*This role requires that the worker openly identifies as LGBTQ and we especially welcome applications from those

who identify as trans or non-binary.

**ROLE PURPOSE**

Brighton and Hove LGBT Switchboard is a charity supporting the LGBTQ community in Brighton and Hove and the surrounding area. We are currently looking for Volunteer Coordinator who will be responsible for coordinating volunteers within the organisation.

There will be a particular emphasis on developing our Trans Survivors Helpline (which currently runs on a Sunday afternoon) and supporting a new peer support group that will further the work of the Trans Survivors Helpline.

This is a varied and interesting role and you should be a confident and dynamic individual with experience volunteer management and supporting volunteer lead projects.

This post is funded by the Victim Support Fund for 12 months. The post holder will be required to work flexibly, including some work outside office hours, as events sometimes take place in the evenings and at weekends.

The main aim of the Volunteer Coordinator is to manage the team of volunteers within Switchboard with an emphasis on developing the Trans Survivors Helpline (which currently runs on a Sunday afternoon). Trans Survivors is a helpline that supports trans and non-binary individuals who have experienced sexual violence. You will be responsible for developing the team of volunteers across both the Trans Survivors Helpline and the main Switchboard Helpline (open daily) to ensure that consistent support systems are in place to support volunteers and callers alike. In addition to this you will be supporting the development of a monthly volunteer peer lead Trans Survivors drop in to continue to develop the Trans Survivors service.

This is a varied and interesting role which offers the opportunity to work with a loyal and committed team of volunteers. The post- holder will have experience of managing volunteers in either a paid or volunteer role and be familiar with running volunteer lead projects.

This post is funded by the Victim Support Fund and is for a fixed period of 12 months. The post holder will be required to work flexibly, including some work outside office hours, as events sometimes take place in the evenings and at weekends. Time will be given off in lieu for such hours worked.

**Main Duties**

* To manage the team of volunteers running the Switchboard Helpline and Trans Survivors Helpline.
* To recruit, train and manage volunteers joining Switchboard and its various activities.
* To work with the CEO and the Switchboard teams to review and refresh the volunteer helpline training.
* To work with the CEO and the Switchboard teams to reviews the support systems that are in place to support and manage volunteers within the organization.
* To develop a new peer led trans and non-binary support service that will compliment the current Trans Survivors Helpline.
* To attend meetings and events when appropriate organised by the CCG, BHCC and other local agencies in order to receive and share information.
* To collect and collate monitoring data in all activities, including diversity monitoring, and to develop and maintain monitoring systems and processes to evidence project outcomes, in line with funders’ requirements.
* To work in a way that ensures the involvement of a diverse range of LGBTQ people and to take account of issues of intersectionality.
* To develop the Switchboard Volunteering work-plan in collaboration with Switchboard’s CEO and to ensure performance against agreed objectives and targets.

**General Duties**

* To provide monthly reports on project activities for the CEO and provide reports to funders as needed.
* To attend supervision sessions and contribute to team meetings.
* To recruit, manage and work with volunteers in delivering project activities.
* To undertake all work in line with relevant legislation and Brighton & Hove LGBTQ and in line with the organisations policies and procedures.
* To undertake any other duties that might reasonably be requested and are appropriate to the role.

**Person Specification**

|  |  |  |  |
| --- | --- | --- | --- |
| **EXPERIENCE** | | **ESSENTIAL (E)/ DESIRABLE (D)** | **HOW ASSESSED** |
| 1 | Experience of recruiting, managing and working with volunteers either in a paid or voluntary capacity. | **E** | **A/I/T** |
| 2 | Experience of designing and delivering volunteer led community projects. | **E** | **A/I/T** |
| 3 | Experience of report writing. | **E** | **I/T** |
| 4 | Experience of working for a community organisation. | **D** | **A** |
| 5 | Experience of delivering training to groups of people. | **D** | **A** |
| **KNOWLEDGE** | | |  |
| 6 | An understanding of what motivates individuals to volunteer and a knowledge of the requirements that people have and need in order to full take on a volunteer role. | **E** | **A/I/T** |
| 7 | Understanding of service provision and planning within a voluntary sector organisation, | **D** | **I** |
| 8 | Knowledge of the LGBT community in Brighton & Hove, including LGBTQ community.  groups and organisations | **D** | **I** |
| 9 | Knowledge of the community and voluntary sector in Brighton & Hove. | **D** | **I** |
| **SKILLS** | |  |  |
| 10 | Ability to manage a complex work programmes and to plan and carry through tasks to deadline. | **E** | **A/I/T** |
| 11 | Excellent communication and networking skills, diplomacy, and the ability to develop and maintain positive relationships with a wide range of people and organisations. | **E** | **I** |
| 12 | A proven commitment to promoting equality and diversity and an understanding of intersectionality. | **E** | **A/I** |
| 13 | Proactive, able to take initiative, and to work with minimal supervision, within a defined work-plan and reporting framework. | **E** | **I** |
| 14 | Ability to use social media and other online tools e.g. Mailchimp, Surveymonkey to facilitate volunteer recruitment. | **E** | **A/I** |
| 15 | Line management and supervisory skills – having managed volunteers. | **D** | **I** |

How do we check if you have the skills that you are looking for (please refer to the guidance notes to completing the application (below): Application = A, Interview = I Assessment /Test = T

Deadline for applications is: **WED 21st MARCH 2018**

Interviews will be held in central Brighton on: **TUES 27th MARCH 2018**

For more information, contact Daniel Cheesman on 01273 234009 or [brighton.admin@switchboard.org.uk](mailto:brighton.admin@switchboard.org.uk)

Application forms can be downloaded from

**Guidance Notes on Completing Your Application**

Thank you for the interest you have shown in our vacancy. These notes are to help you make the most of your application. **Switchboard will not be able to shortlist your application if you do not follow the instructions below.**

**Completing the Questionnaire Section**

This section of the form covers two parts – **Experience, Knowledge & Skills.** These are set out in the job specification section of the job description. Switchboard requires the successful applicant to demonstrate **through actual examples** that they have both the knowledge, technical skills and experience to fulfil role requirements. You must:

* Show how you meet the criteria set out in the person specification section of the job description which includes:
  + **Experience, Knowledge & Skills**

The Person Specification will state what essential knowledge (marked using an E), skills and experience is required for the job. These are prerequisites for the job.

* + Desirable experience, knowledge and skills would be examples that would enhance your suitablity for the post by are not prerequistes for the job.

At the top of the Person Specification there is a box which shows the key to how each Experience, Knowledge & Skills will be assessed. You need to provide an example for each an ‘A’ in the right hand column. You must **describe a real situation** that you have played a significant part in.

|  |  |
| --- | --- |
| **Person Specification** | |
| **What is Switchboard is looking for?** | **How do we check if you have it?**  **Application = A**  **Interview = I**  **Assessment /Test = T** |

**Demonstrating your Knowledge, Skills & Experience**

For each of the Experience, Knowledge & Skills points in the Person Specification you must provide **a real example**, which describes how you have demonstrated what is required.

Applicants who merely state that they have the knowledge and experience will not be short-listed for interview.

The example below gives an indication of the approach you should take for each of the points.

**EXAMPLE OF HOW TO SHOW YOU MEET THE REQUIREMENTS**

|  |  |  |
| --- | --- | --- |
| **Experience Knowledge & Skills** | | |
| 1 | Experience of designing and delivering social research and/or community  Consultations | **A/I/T** |

*Example Response:*

*A large part of my role with my current employer is to administer and coordinate a research project regarding the health and wellbeing of people with over 60 years old who take up health walks for our local GP consortium. This research project is looking into the positive impact that walking in later life can have on the health and wellbeing and social isolation of older people talking up both exercise and a group activity. This research included coordinating data collect as both focus groups; telephone discussions online/paper questionnaires. The final report with recommendations was presented to the GP consortium (I gave power point presentation) has been used in a national health project. I another role I was required to conduct interviews with service users at various stages in a research project, write questionnaires and put this data into a useable format to be analysed. Alongside this, I have written and handed out questionnaires to older people and agencies that work with this client group in the local community, to find out what they would like from services and what they think is missing. This information has been used this information to set up extra services that run alongside the lunch club for people suffering with the after effects of a stroke.*

**If you have any questions about completing this application form, please contact Daniel Cheesman**

**Please note that, due to our high volume of applications, we are unable to provide feedback for those who fail to make the shortlist for interview.**