Voluntary Action in Mid-Devon

Coggan's Well House (CHAT), Phoenix Lane, Tiverton, EX16 6LU Tel: 01884 210933

Volunteer Support Coordinator
Job Description

Salary: £8093.28 / (£25,296.00 FTE)

Hours: 12 hours per week

Location: Tiverton office and home based

Responsible to: Community Volunteer Service Lead

Contract: This is a 1-year renewable contract.

Involve

Our Purpose is to: support and promote voluntary and community action across Mid Devon by developing the capacity, skills and knowledge of groups; connect groups to facilitate and promote joint working; build the influence of the sector and help people to become active in their community. Our goal is to promote volunteering opportunities that have a positive impact on volunteers, voluntary groups and the community, recognising that getting involved in the community makes people feel better about themselves and others and that our local voluntary and community groups can grow and become stronger through the support that volunteers provide.

Our support to volunteers or people who wish to become active within their communities is a vital part of our work and this role is key to providing this.

'Communities that Can' Project

'Communities that Can' is an exciting new Big Lottery funded project. The project is designed to connect residents, foster local engagement, and support local organisations through real-world interactions. By offering connections through events, groups support, local directories, and volunteer opportunities, we aim to create stronger, more vibrant communities across Mid Devon. We lead neighbourhoods into supportive, interconnected networks where everyone feels at home. You will be responsible for helping to coordinate volunteers across Mid Devon.

About You

Do you thrive on building genuine connections that bring communities together and create lasting change? Are you energised by the thought of empowering volunteers and amplifying the voices of those with lived experience?

There's never been a more exciting time to join Involve! We are on a bold journey with our new CTC project and we're looking for passionate people to help us get there. We are proud to be able to offer an integral and rewarding role to join Involve as a Volunteer Support Coordinator.

Purpose of the Post:

- To support the development of volunteering opportunities within the not-for-profit sector delivering activities and services to Mid Devon with a focus on Tiverton including Sustainable Tiverton.
- To support and promote the use of the Devon Connect on-line platform to enable, promote and match volunteers.
- To work with the Community Volunteer Service Lead and the Involve team to support and develop the Volunteer Service within Mid Devon.
- To help find new ways of recruiting volunteers and promoting volunteering using a range of social media platforms.
- To contribute ideas and support the work of the Service Lead with mapping and developing volunteering activities.
- To support the organisation and coordination of volunteer training sessions.

Responsibilities

- Promotion of volunteering within Tiverton and across the district.
- Support run campaigns promoting volunteering and the benefits to wellbeing.
- To carry out interviews with volunteers where necessary to identify their volunteering preferences and needs and match them to opportunities.
- Liaise with voluntary and community organisations and the PCN to promote volunteering to identify opportunities for formal and informal community activities.
- Assist in advertising and promoting opportunities, including on Devon Connect.
- Support the Service Lead with the recruitment, coordination and matching of volunteers and community groups to appropriate opportunities in Tiverton and the surrounding areas.
- Assist in projects to identify and record volunteer roles, the number of volunteers required, the skills or experience needed, and the expected time commitment.
- Help maintain up-to-date information on volunteering opportunities across internal platforms and other local sources.

Teamwork and Administration

- Provide day-to-day support and guidance to volunteers as needed.
- Assist with ensuring relevant risk assessments and health & safety procedures are followed.
- Contribute to providing a high-quality service to the not-for-profit sector.
- Work within organisational policies and procedures.
- Maintain accurate records of training undertaken by all volunteers.
- Attend regular supervision and appraisal with line manager and undertake training as agreed.

Person Specification

	ESSENTIAL	DESIRABLE
SKILLS		
Commitment to and understanding of volunteering and the structure of the voluntary sector	*	
Ability to train and motivate volunteers	*	
Ability to communicate effectively with a broad range of groups and individuals.	*	
Excellent ICT skills using Office 365 and SharePoint	*	
Ability to work flexibly - both independently and as part of a team	*	
A self-starter with an ability to learn and adapt quickly and use own initiative.	*	
Can effectively organise, prioritise own work, and meet quality standards with good time management.	*	
Effectively problem solve, suggest solutions and signpost as appropriate.	*	
A commitment to and understanding of equal opportunities and confidentiality.	*	
Ability to produce clear, informative, accessible and appropriate materials.	*	
Social media skills.		*
KNOWLEDGE AND EXPERIENCE		
Experience and expertise of working in or with the voluntary / community sector.	*	
Experience of coordinating and training volunteers.	*	
Experience of organising promotional campaigns.	*	
Experience of working collaboratively.	*	
Understanding and experience of monitoring and evaluation.		*
Experience of policies and procedures including risk assessment for volunteering activities.	*	
Good level of literacy and numeracy.	*	
Experience of co-ordinating and arranging events.		*
Understanding of health and safety issues.	*	
QUALIFICATIONS		
Educated to GCSE level or equivalent	*	
Volunteering Skills at SCQF levels 3, 4 and 5 (or similar)		*
Volunteer Management skills training		*
OTHER		
Access to own vehicle	*	
This role will require a DBS check.		