

## JOB DESCRIPTION

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<b>Post:</b>	Volunteers Coordinator (Job share)
<b>Remuneration:</b>	£31,008 per annum (pro-rata 0.6 FTE actual £18,605 per annum)
<b>Contract:</b>	Permanent, subject to funding
<b>Hours:</b>	22.5 hours per week, flexible days/hours, ideally working Wednesday to Friday, hybrid office/home working
<b>Location:</b>	Dementia Adventure, Old Park Farm, Ford End, Essex, CM3 1LN
<b>Reports to:</b>	Volunteers Manager

**Dementia Adventure** is a multi-award-winning national charity, established in 2009. We think differently about dementia. We look at what people can do, not what they can't. We believe that with the right support, everyone with dementia can get outdoors, experience the well-being benefits of nature and enjoy more active and fulfilled lives. We provide supported dementia holidays (Adventures), and dementia training for family and friends, professionals and organisations.

**Our vision:** A more active and fulfilled life for everyone living with dementia.

**Our mission:** Supporting people with dementia to get outdoors and experience the benefits of nature.

**Values:** Positivity, Care, Connection, Empowerment, Inclusivity.

**Purpose of the role:** We depend on our network of volunteers to help us throughout the organisation, and you will play a key role in supporting the growing role of volunteers across the whole organisation. With your job share partner, you will manage, support and develop a number of volunteer roles including, but not exclusively, volunteers to help with the delivery of supported holidays and outdoor activities for people living with dementia and their carers, volunteer community connector roles, fundraising volunteers, and administration and support roles, including trustee roles. As a team, you will be responsible for continuing to develop a strong volunteer culture across the organisation, growing the volunteering portfolio, and advocating on behalf of and always promoting volunteers.

### **Main Duties and Responsibilities:**

- Support the volunteering strategy; building capacity, broadening volunteer engagement, diversity, and geographical reach, and driving and supporting the strong culture of volunteering across the organisation, by effectively recruiting, inducting, developing, inspiring and retaining volunteers
- Support the training and deployment of our volunteers to be Holiday Supporters for our supported holidays programme; utilising their skills, experience, energy and training to support people living with dementia and their carers to access and enjoy all elements of a Dementia Adventure holiday
- Support the engagement, training and deployment of our volunteers to be Community Connectors locally and regionally; utilising their local knowledge to form partnerships through their community links, raise awareness, signpost individuals to our services, and support our fundraising to ultimately reach and support more people living with dementia
- Maintain relationships with volunteering and associated recruiters, forums and networks

- Undertake volunteer administration (including DBS checks) utilising online systems and a CRM, to coordinate and track volunteer activities
- Support best practice in volunteer coordination, including onboarding, induction, resources such as the volunteer handbook, and policies and procedures, including safeguarding
- Support and organise effective learning and skills development for volunteers including the volunteer induction and training programme(s)
- Act as a point of contact for all volunteers, getting to know volunteers, what motivates them, communicating with them, helping them feel connected and supported, and gathering feedback
- Support the development opportunities for volunteers, helping them move into new roles as their own needs and the needs of the organisation change
- Undertake other tasks and activities, as required, to help ensure the smooth operation of other delivery areas.

This job description is intended to include the broad range of responsibilities and requirements of the post. It is neither exhaustive nor exclusive but while some variations will be expected, these will be at an appropriate level for the role.

## PERSON SPECIFICATION

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The post holder should be able to demonstrate **experience** and **skills** in each of the following areas:

### Communication

- Excellent interpersonal skills
- Able to understand and be understood by different groups and individuals in various situations
- Able to prepare and present both written and oral reports to a high standard
- Reliable, flexible, caring and empathetic communicator

### Leadership

- Experience of recruiting, managing and supporting volunteers
- Able to motivate, mentor, inspire and problem-solve
- Able to respond well to change, and a calm, positive approach

### Planning and self-discipline

- Highly organised, able to plan and be responsible for own workload, and set up and maintain effective systems for the management of your work and time
- Skilled and experienced in organisational and logistical planning with good attention to detail

### Awareness-raising and promotional skills

- Outstanding relationship builder and networker both internally and externally

### Team Working

- Enjoys working collaboratively as part of a small, non-hierarchical team
- Able to work alongside job-share colleague to ensure effective and efficient workflow and consistent support for volunteers
- Proactive, self-motivated with a can-do attitude

### Information & Communication Technology

- Good IT skills including Google and Microsoft services. Digital communication and Customer Relationship Management (CRM) tools desirable, although training will be provided

#### **Monitoring and Evaluation**

- Able to effectively gather, collate, and understand monitoring data for Social Impact Reporting

#### **Marketing and promotion**

- Familiar with a range of marketing and promotion methods including social media.

#### **Personal Attributes**

- Passion and commitment to the aims and ethos of Dementia Adventure
- Awareness of and sensitivity to the needs and issues faced by people living with dementia and their carers, with the ability to advocate for their needs
- A high level of practical, time management, and organisational skills
- Determined, proactive and goal-orientated
- Caring, empathetic, patient
- Resonance with the values of Dementia Adventure: positivity, care, connection, empowerment & inclusivity

#### **Other**

- The job holder will need to provide evidence of their ability to work in the UK.
- Understanding of and commitment to Safeguarding and GDPR good practice
- Understanding of and commitment to Equality, Diversity and Inclusion
- Understanding of charities will be useful, as will some HR experience
- Able to travel on an occasional basis and stay away overnight. Your own car and clean licence would be an advantage

**Equality, Diversity and Inclusion:** Dementia Adventure is committed to equality, diversity and inclusion, and is keen to ensure that anyone who comes into contact with the organisation and its services is treated with warmth, dignity and respect irrespective of who they are and what protected characteristics they may have. We are an equal opportunities employer and encourage applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation or age.

**Benefits Package:** Statutory annual leave entitlement (25 days plus 8 bank holidays FTE pro rata), rising by one extra day per 12 months of employment up to a maximum of 30 days, pro rata. Flexible working arrangements, contributory work-based pension scheme. We also offer a wider range of other staff-related benefits.