



IRISH
COMMUNITY
CARE

Care, Community, Connection

JOB DESCRIPTION

JOB TITLE: Volunteer Coordinator

SERVICE: Irish Community Care's Volunteer Programme aims to enhance ICC capacity to provide wrap around services for community members. It harnesses individual and community skills to connect, engage, and support community members in a range of activities that addresses social and cultural isolation, improve health and wellbeing, share, and learn new skills including literacy and digital skills.

RESPONSIBLE TO: Director

RESPONSIBLE FOR: Managing and developing ICC's Volunteer Programme

HOURS OF WORK: 35 hours per week Monday to Friday with some exceptions; this will be agreed in advance.

SALARY: £28,000

PLACE OF WORK: Office based at 151 Dale St, Liverpool, operations across ICC geography.

ROLE SUMMARY

This is an exciting opportunity to lead the Volunteer Programme at ICC. The postholder will manage an existing group of volunteers and recruit, train, induct and support new volunteers. The postholder will play a pivotal role in strengthening the Volunteer Programme and building capacity at ICC. They will encourage volunteer involvement at all levels, enabling volunteers to develop their own ideas and skills in a forward-thinking environment.

KEY RESPONSIBILITIES

- Map potential volunteer opportunities at Irish Community Care.
- Develop a comprehensive Volunteer Recruitment Training and Support Programme which will suitably match volunteers to opportunities at ICC. This will include: identifying opportunities, writing role descriptions, placing adverts, assessing applications, conduct interviews and ongoing support and line management for volunteers.
- Manage safeguarding within the programme, liaising closely with Safeguarding Lead and SPOC team.
- Quality assure the programme through regular contact with and feedback from beneficiaries and volunteers and ongoing review.
- Review volunteer policy and procedure.
- Actively promote an asset-based approach.
- Enable community members and volunteers to increase confidence, self-esteem, and widen opportunities through learning new skills.

- Engage volunteers and community members in creating a programme of volunteer led activities to reduce isolation, enhance skills and improve health and wellbeing.
- Build strong relationships with external stakeholders to create an engaging and focused programme aimed at upskilling Irish communities.
- Engage volunteers in developing and delivering a programme of cultural/seasonal celebration events (St Bridget's Day, St Patricks Day, Easter, Summer, Halloween, Christmas etc); connecting heritage, culture and local communities.
- Promote youth and intergenerational engagement sharing and celebrating skills, knowledge and experience.

GENERAL RESPONSIBILITIES:

- Apply the strategic vision of ICC as outlined in the latest business plan
- Work within budgets and identify innovative ways to minimise programme expenditure and also to raise funds for the organisation
- Ensure ICC maintains a high profile in all aspects of engagement and promotion
- Develop and maintain relationships with key stakeholders
- Comply with all relevant policies and procedures
- All staff are expected to work in a flexible way

Person Specification

ESSENTIAL KNOWLEDGE & EXPERIENCE	ASSESSMENT Application (A) Interview (I)
Proven track record of managing a volunteer programme	A & I
Direct experience of working with people & communities and working collaboratively to help people to have positive experiences	A & I
Experience of networking and building effective partnerships	A & I
Experience of fundraising and working with funding bodies	A & I

ESSENTIAL SKILLS	ASSESSMENT
Understand marginalisation & the particular experiences of Irish, Irish Traveller and Gypsy Traveller communities	A & I
Extensive knowledge and level of leadership in safeguarding	A & I
Understanding and commitment to Asset Based Community Development	A & I
Understanding the impact of low / no literacy and digital exclusion	A & I
Empathic with proven ability to lead, engage and motivate people	A & I
Ability to form strong and appropriate relationships, demonstrating excellent communication skills at all levels	A & I
Highly proficient in use of IT and all systems provided including all Microsoft packages and social media	A & I
Excellent recording & reporting skills	A & I
Excellent Time Management and ability to work proactively and prioritise to meet tight deadlines	A & I
Ability to build strong and effective professional relationships with stakeholders internally and externally and including senior colleagues across range of disciplines	I
Excellent problem solving and lateral thinking	I
Enthusiastic, positive and flexible with high expectations of self and others	I

Understanding of Health & Safety, Equalities, Diversity and Inclusion, Human Rights, GDPR.	I
Ability to understand and embrace organisational values and mission	I

BEHAVIOURS	ASSESSMENT
Commitment to the values of ICC	I
Commitment to treating everyone fairly regardless of difference, being respectful and non-judgemental	A& I
Commitment to Asset Based Community Development	A & I
Commitment to personal and professional development	A & I
High expectation of self and others	A & I
Willingness to work flexibly in terms of both hours and location including evenings and weekends by prior agreement	I