

Job Pack

Volunteer Support Officer



Introduction

Thank you for your interest in the post of Volunteer Support Officer at Sight Advice South Lakes. We hope that you find all the information you need in this pack, or on our website (www.sightadvice.org.uk) and social media platforms (Facebook and Twitter @SightAdviceSL) to help you decide if you are the right person for this inspiring and exciting role but if not, please do not hesitate to get in touch.

Sight Advice is a very special organisation delivering high quality services to people affected by sight loss in the South Lakeland district of Cumbria. We are proud to be the only sight loss charity in this area and of the many successes, we have achieved through our 65-year history. Sight Advice is widely recognised throughout this area and is held in deep regard by local people and their communities.

“That dark moment when I was told that no more could be done – Sight Advice picked me up and put the pieces back together”

We are an ambitious organisation and want to ensure that we are there when people need us most. The vast majority of the services we provide are free of charge to the people we support but, of course, it is not free to provide and we rely on the generosity of the communities in which we work. In the last financial year, the cost of providing our services was nearly £300,000.

We are looking for an inspiring individual to join our experienced and committed team. You will have experience in supporting volunteers in a client-facing organisation; have a positive attitude and excellent interpersonal communication skills. You will want to make a REAL difference!

If you would like to talk about the role I warmly welcome you to contact me at claire@sightadvice.org.uk or our Services Manager James Carey at james@sightadvice.org.uk or by phoning Sight Advice South Lakes on 01539 769055. If we are not available, we will call you back at the earliest opportunity. Thank you for your interest in Sight Advice South Lakes



Claire Park: Chief Executive

Job Description

Post:	Volunteer Support Officer
Salary:	FTE £19,554 (NJC 18) Actual £11,098
Pension:	Pension Scheme available (5% employer 3% employee)
Reports to:	Services Manager
Location:	The role will be based within the Bradbury Centre, Kendal
Hours:	21 hours per week
Contract Type:	Permanent

Overall Purpose of Job

The Volunteer Support Officer will help people living with sight loss to gain confidence and independence by attracting and supporting volunteers to help deliver Sight Advice South Lakes services.

You will deliver a positive experience for existing volunteers, build and maintain volunteer recruitment relationships and match volunteers with new and existing clients.

There is a particular requirement to grow the number of volunteers who have experience of living with sight loss.

Specific responsibilities:

The duties of this post will broadly focus on the following:

Volunteer recruitment, training and support

Work with other staff to develop volunteering opportunities within Sight Advice South Lakes.

Interview, select and match volunteers with suitable volunteering opportunities within Sight Advice South Lakes and to ensure that they are offered the full choice of opportunities open to them.

To supervise, monitor and review volunteer placements to ensure volunteers receive sufficient support and achieve their goals.

To deliver visual awareness and sighted guided training to new volunteers.

Develop and maintain links with local community groups and other organisations and businesses in order to recruit volunteers.

To work as part of a team with the organisation on small, local community events and larger district-wide events.

Apply the principles of Equality and Diversity to all recruitment activities.

Work within the Charity's policies and procedures, especially health and Safety and confidentiality.

Volunteer Management

To develop good practice according to policies and procedures in volunteer management.

To produce and maintain risk assessments for volunteer activities.

To develop the production of an annual rolling plan for Volunteering, which will inform the business plan and budgets.

Partnership working

Develop and maintain good working relationships and referral pathways with relevant organisations, which provide training and volunteering opportunities for volunteers.

Information, marketing and promotion

To design a range of marketing materials in accessible formats to promote Sight Advice South Lakes events and its volunteering programme.

To disseminate these marketing materials to a wide range of audiences

To attend external events, such as volunteer fairs and community events, to promote Sight Advice South Lakes volunteering programme.

To help organise recruitment events, such as workshops and talks, to promote Sight Advice South Lakes volunteering programme.

To promote Sight Advice South Lakes volunteering opportunities via social media, the Charities website and through other recruitment websites.

Monitoring and evaluation

To ensure that the volunteering budget is adhered to.

To provide statistical reports as required.

To ensure that the Sight Advice South Lakes volunteer database is accurately updated and maintained.

Other

To undertake any other tasks or duties that may reasonably be required in relation to the programme.

To work with other staff to ensure appropriate Volunteer support is provided at all times for all volunteer teams, regardless of their roles.

Person Specification

The following information is used to help identify suitable candidates and to ensure that all applicants are judged on fair and objective criteria, which is relevant to the post.

We will be looking for applicants who can show that they meet these requirements. You should therefore use the information below to help you complete your application form. This information will be used as part of the shortlisting process.

Experience and Qualifications

- Good standard of education
- Competent in the practical application of Microsoft Office – Outlook, Word and PowerPoint
- Experience of maintaining electronic records
- Strong administrative skills including record keeping and report writing
- Experience of managing or co-ordinating projects and volunteers.
- Experience of providing training

Knowledge and Skills

- Excellent communication skills both written and verbal.
- Experience of forging links and partnerships with local charities and organisations.
- Excellent interpersonal skills.
- Ability to engage and motivate others at all levels.
- Ability to prioritise and manage own workload, including effective time management.
- Demonstrate self-motivation, resilience and determination.
- Understanding of the issues facing people affected by sight loss.

Qualities and Competencies

- Creative thinking and problem-solving ability
- Empathy with volunteers and an understanding of their needs
- A professional manner and flexibility in undertaking other activities with being a member of a wider team
- Ability to work on own initiative with a solution focussed approach
- Ability to travel independently
- A lively, enthusiastic and “can do” approach
- Willingness to undertake training and continuing professional development

We are a small team, with a great sense of fun so a strong sense of humour is a must

Information for Candidates

Information required from your application

Sight Advice provides an application form, therefore we will only accept CV's if they accompany a completed application form. The following specific points are aimed at providing guidance for the information required on your application.

* If there are any gaps in your employment, please include details of these in your application or supporting letter.

• If we do not receive your application form by the closing date, we will be unable to process your application further.

Please return completed forms and supporting statement by email to info@sightadvice.org.uk or by post to:

FAO Claire Park, The Bradbury Centre, Sight Advice South Lakes, Kendal, LA9 4HE

Closing Date: Tuesday 7th June 2022, 5pm

Interview Date: Thursday 16th June 2022

Job Description and Person Specification

A Job Description and Person Specification are enclosed which detail the main responsibilities and duties required. As part of your application, please provide a 'Supporting Statement'. This should describe how your skills, knowledge, experience and qualities match those described within the person specification.

Within your 'Supporting Statement', you need to give examples of how you meet the requirements, which you will be shortlisted against. If you have gained the necessary skills and experience in a voluntary capacity, you should include details of this in your supporting statement.

People with a Disability

We aim to provide information to candidates in the right format for them. If you have not received information in the right format for your needs, please let us know. Candidates selected for interview should inform us of any special needs they may have in relation to the interview as soon as possible.

Interview and Selection

Interviews are normally carried out by a panel and verbal feedback will be provided to candidates selected for interview.

If you are selected for interview, you will be notified within 1 week of the closing date. If you have not heard within 3 weeks, you should assume you have not been successful in your application. As a non-profit making organisation, and in order to keep our administrative costs low, we are unable to confirm receipt of your application.

References

You should provide details of references from your current or most recent employer and the referee should be either your line manager or the personnel department. References will be taken for the previous three-year's employment and details should be provided for this period.

Declaration

For this post, Sight Advice will seek clearance from the Disclosure and Barring Service.

Data Protection

Information provided by candidates as part of their application will be held for the purposes of this recruitment only and will then be destroyed. Information provided by the appointed candidate will be retained in relation to their employment contract.

Equal Opportunities Policy

Introduction

Sight Advice South Lakes recognises that discrimination and inequality are still widespread in society as a whole. We are therefore working to achieve Equal Opportunities for all staff irrespective of disability, ethnic origin, gender, marital status, age, sexual orientation, religious belief or ideology. This applies to employment, to our service provision and to our relationships with external organisations.

Sight Advice South Lakes policy on Equal Opportunities applies to all Trustees, all employees and trainees, volunteers, receivers of our services, organisations that we work with and those who act on our behalf.

Aims of our Policy

To demonstrate the commitment of Sight Advice South Lakes in being a fair and reasonable employer and service provider.

To ensure that the individual potential of all employees is recognised and that their talents and resources are utilised to the full. Further more that no individual employee or group of employees receives less favourable treatment in relation to employment or access to resources.

To ensure that all our staff promote equality in the workplace and in the services we deliver.

Commitment: Sight Advice South Lakes will:

- Recognise and comply with its legal obligations under the Race Relations Act, the Sex Discrimination Act, the Equalities Act and any other statutes in force
- Fulfil its social responsibilities towards employees, potential employees and the communities in which we operate.
- Review all policies, procedures and practices, relating to all aspects of employment, to ensure that they reflect Sight Advice South Lakes commitment to equal opportunities, amending and updating them where appropriate.
- Ensure that all customers, clients and people who use our services are treated fairly and equitably and receive the services appropriate to their needs.
- Recognise and embrace the benefits of diversity throughout the organization including the protected characteristics of Equalities Act 2010: Age, Disability,

Gender reassignment, Marriage and civil partnership, Pregnancy and maternity, Race, Religion or belief, Sex, Sexual orientation

Responsibility

All employees have a responsibility for implementing the Equal Opportunities policy in all aspects of their work and for promoting good and non-discriminatory practices. The Chief Executive has overall responsibility for implementation of equal opportunities and good practice.

May 2022