



Volunteer Coordinator Job pack

Thanks for your interest in working at Citizens Advice Bournemouth Christchurch & Poole. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice BCP
- The role profile and personal specification
- Terms and conditions
- What we give our staff

Want to chat about this role?

If you want to chat about the role further, you can contact Dan Stannard by emailing dan.stannard@citizensadvicebcp.org.uk

Closing date for applications: 9am on Friday 26th May 2023

Our values

We're inventive. We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

3 things you should know about us

1. We're local and we're national. We have 6 national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales.

2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

How Citizens Advice Bournemouth Christchurch & Poole works

Every year thousands of people come to us for advice and help with solving their problems.

We're here for everyone and help with problems like managing debt or household bills, understanding rights at work or housing issues. We also provide specialist services in welfare, benefits and debt.

Our projects include Macmillan Cancer support, Pension Wise, EU Settlement Scheme, Hate Crime, multiple specialist Benefits and Debt services.

We're an important part of this community, with 4 offices across Bournemouth, Christchurch and Poole, where people need us.

Through our daily interaction with clients, we have a credible understanding of local needs. We use our data and insight to tailor our services, as well as help improve policies and practices locally.

Putting our clients' needs at the heart of decision-making means we also work in partnership, making it easier for clients to access relevant services.

We're also part of the Citizens Advice service. This means we share knowledge and best practice so that people can expect a quality service.

Together we work to fix the underlying causes of people's problems using evidence gathered from across our network. Because of this we save society money.

Last year we helped people with over 47,000 issues through face to face, telephone and webchat.

Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 280 local Citizens Advice members.

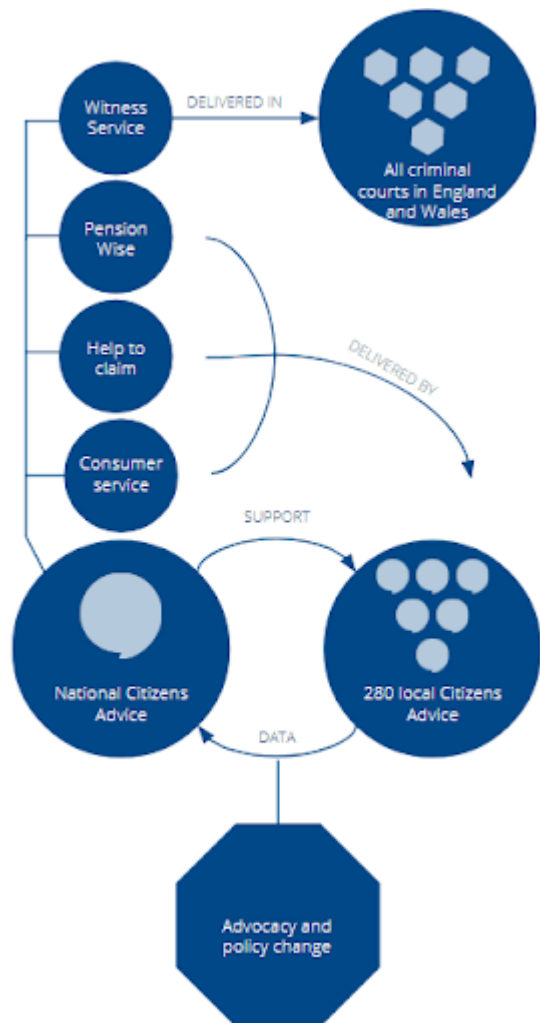
This role sits our network of independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.





The role

This pivotal role will be responsible for the selection, training and deployment of our volunteers across all service areas. A key focus will be building, maintaining and improving communication flow for volunteers within CABCP and facilitating an effective training pathway for volunteers.



Role profile

- Leading the recruitment, selection and induction of volunteers, ensuring we have a sufficient supply of volunteers for our General Advice Service, and that all requests for information about volunteering opportunities from the public are followed up within 3 working days. This may include giving talks and presentations about volunteering with us to local groups and organisations, as well as maintaining a recruitment schedule across the year to ensure a supply of volunteers.
- Ensuring that Volunteers are located in the service, with sufficient management oversight, and receiving ongoing support from Supervisors as they develop their skills in role. The Volunteer Coordinator will work with the Training Officer to supervise this process, ensuring that volunteers feel supported, and that best use is made of their skills and the stage they have reached in their Adviser Learning plan.
- Working with the Training Officer to ensure that volunteers are undertaking and are up to date with mandatory online training, including DP, SMCR, Safeguarding, FCA regulated training and ED&I.
- Work with the senior management team and Team Leaders to ensure the number of volunteers meets the demands of the service.
- Ensuring volunteers have the skills needed to navigate IT systems and any other equipment and support to allow them to deliver a quality advice service.
- Supporting the Quality Team, Team Leaders, and Supervisors in assessing and maintaining the Quality of Advice provided by volunteers as they proceed through their training and advice work with clients.
- With the Deputy Operations Manager, you will coordinate the volunteer rota and attendance, with an emphasis on increasing retention of volunteers, and responding to increasing demand as appropriate.

- Lead regular group sessions with volunteers which focus on learning opportunities, their volunteer experience and sharing best practice. This may include peer review sessions, and further support from the training team and/or team leaders as appropriate, alongside social activities and opportunities for volunteers to spend time with one another and feel part of the wider CABCP team.
- You will ensure that volunteers are supported, appraised and/or have wellbeing checks by their manager/supervisor annually, drawing up the necessary schedules, templates and procedures.
- Respond appropriately to any safeguarding concerns, demonstrating an understanding of, and complying at all times, with CABCP Safeguarding Policies.
- Address own development needs including maintaining advice work or training skills if appropriate. An advice background is not essential for this role, but you will be expected to become familiar with the learning requirements for volunteers to achieve the certification.
- Attend and contribute as appropriate to internal Management and Training meetings.
- With support, produce any statistical reports as required for the annual Impact Report, Research and Campaigns etc.
- Respect confidentiality to ensure that all staff, volunteers and clients are treated fairly to comply with Equal Opportunities Policy.
- Uphold the aims, values and principles of the Citizens Advice service and ensure that the work reflects the service's Equality and Diversity Policy.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- Ensure good practice at all times by contributing to the learning of the team and the development of new ways of working.
- Work cooperatively with colleagues and encourage good teamwork.
- Maintain and develop a close liaison with relevant external agencies and represent the service as appropriate.
- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.



Person specification

1. Sound knowledge of current good practice of volunteer recruitment and management principles preferably gained in a third sector organisation.

2. Excellent communication skills including experience of delivery of activities (such as induction) to groups and individuals in person.
3. Proven ability to work well with others in a team environment, think positively and constructively and
4. encourage team spirit and good morale.
5. Ability to plan and prioritise own work and to monitor and evaluate individuals progress and ensure support is in place for them.
6. Ability to analyse and interpret complex information and produce and present clear reports, verbally and in writing
7. Proven ability to meet targets balanced with an organised effective, high quality performance.
8. Ability and willingness to travel across sites in Bournemouth, Christchurch & Poole to meet with volunteers and relevant staff as required.
9. An adult training qualification, and/or experience of delivering training to adults
10. Management experience: leading a small team, and remaining focused on outcomes

In accordance with Citizens Advice national policy we may ask the successful candidate to be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.



Terms and conditions

Salary: Scale 21 - £22,646 - pro rata

Hours: Part Time – 15 hours per week

Holidays: 25 days + Bank Holidays – pro rata



What we give our staff

We offer ongoing training and support, generous annual leave, access to online health/wellbeing resources, an Employee Assistance Programme and employers pension contribution.