

VOLUNTEERS MANAGER JOB DESCRIPTION

SALARY: £18200 rising to £21840 pro rata after satisfactory completion of probation periods

HOURS: 16 hours / week

LOCATION: Salvation Army New Hey Road Huddersfield HD3 4BZ and home working

Closing application date: 19 May 2017

Orientation dates for shortlisted candidates to be arranged

Interview date: 1 June 2017

BACKGROUND

DASH's services currently include:

- hosting
- A Taste of Freedom catering project
- client support
- proposed extension of pilot befriending scheme

PURPOSE OF THE POST

The Volunteers Manager will share responsibility for recruiting, training, and supporting DASH volunteers, whilst taking responsibility for the delivery of DASH services as agreed with the Trustees

The Volunteer Manager will lead on DASH's Hosting Service

MAIN DUTIES AND RESPONSIBILITIES

Management of volunteers and resources

1 To recruit and select volunteers; completing an assessment of their interests & skills and matching these to an area of work undertaken by DASH

2 To induct and train and volunteers to ensure they understand their roles and in the values and practices of DASH

3 Ensure all volunteers receive clear guidance on their roles, appropriate support and/or supervision and attend review meetings

where necessary.

4 Establish and maintain systems that record volunteers' personal details, availability and work completed.

5 To collaborate with the Trustees in the development and delivery volunteer training/skills development, to enable volunteers to respond to the changing needs of beneficiaries.

6 To ensure volunteers have up to date resources and information to assist them in their roles.

Referrals

1 To assess the needs of asylum seekers and refugees who have been referred to DASH for accommodation support

2 To liaise with hosts and guests to ensure smooth running of the hosting service

Administration

1 To ensure that database and written records are maintained and appropriate reports presented to the trustees

2 To maintain written records and give written and verbal reports on DASH's services to the Trustees and Funders, as required.

3 To carry out appropriate administrative tasks, working alongside the Administration and Finance Officer

General

1 To work collaboratively with all other members of the team, and to actively seek opportunities to work jointly inside and outside the organisation

2 To attend team meetings

3 To support the smooth running of the office, by dealing with telephone enquiries, signposting

4 To work flexibly in accordance with the needs of the DASH, including undertaking out of hours and weekend work as required.

5 To collect and analyse information on the work of DASH, producing reports for funders and Trustees as requested

- 6 With the Trustees, to assist with setting service budgets and day-to-day review of finances, using management accounts
- 7 To support the Trustees in the production of reports describing the work of DASH including DASH's Annual Report
- 8 To participate in the further development of DASH and its services in conjunction with the Trustees, as requested.
- 9 To maintain an up to date awareness of local and national policy and practice affecting Refugees and Asylum seekers
- 10 To be inducted, supervised, performance monitored and appraised
- 11 To be responsible for personal learning and development undertake training to increase knowledge, skills and awareness
- 12 To be aware of and employ the general practices of DASH's Health and Safety policy and ensure these are adhered to at all times
- 13 To operate within the aims, policies and practices of DASH at all times and to be committed to and promote the organisation's Equality Policy
- 14 To ensure information is dealt with in accordance with DASH's policies and to ensure that confidential information is secure
- 15 To provide information about DASH to people/agencies interested in the organisation's work.
- 16 To undertake any other duties as directed by the Trustees, in line with the responsibilities of this post.

PERSON SPECIFICATION

The successful person will be expected to:-

1. demonstrate initiative and to work without direct supervision
2. be able to maintain good relationships with all volunteers who come from a very wide range of backgrounds
3. ensure that, other than in exceptional circumstances, volunteers adhere to commitments once made

4. have the ability to extend, as appropriate, the range of tasks any individual volunteer undertakes so as to ensure that the needs of DASH are met
5. be able to assess potential volunteers for the skills they can offer and ensure that there is a good match between the skills available and those required by DASH, which may involve rejecting potential volunteers who can not add to the organisation
6. have the skills of diplomacy
7. have the ability to represent DASH to external bodies in accordance with the aims, approach and culture of the organisation