**Community Wellbeing and Volunteer Officer**

**Responsible to:** Capacity Building Coordinator

**Accountable to:** PCP Chief Executive

**Located:** Blended Willington Office and Home Working with outreach in County Durham

**Starting Salary:** £22,509

**Hours:** 37 hours per week, over 5 days

**Banding Scale:** Band 5, from Point 9, £22,509 to point 11, £24,176 (incremental scale)

**Term:** Fixed until 31 March 2023

# DBS Status: Enhanced with Barred Listing

**Job Purpose**

The Wellbeing Volunteer Officer will work closely with the area teams in a range of settings in geographical patch/location to support the development and delivery of focused volunteer opportunities and pathways. The post holder will have knowledge/experience of working with volunteers and of community wellbeing and will work with groups and individuals aged 16 years and over to facilitate lifestyle and behaviour change particularly through volunteering both within and at arms-length to the service.

The post holder will carry out promotional work to engage people in the service principally through a volunteering offer and will support people to access the correct volunteer offer for them, either through the service or through other volunteer opportunities in the county. The post holder will manage the recruitment, checking, training and supervision of volunteers ensuring that they are matched to the role they are given and supported in that role to reach their full potential.

The post holder will act as an integrated member of a team, demonstrating a flexible approach, to working across the geographical location/patch to ensure the needs of the local community are met.

The post holder will liaise with a variety of partners, community and voluntary organisations across the geographical location/patch and the wider programme. Excellent communication skills and local knowledge are essential in order to engage and work with members of the public. Willingness to undertake mandatory and role specific training within a specified timescale will also be essential.

**Job Description**

1. To work with groups and individuals aged 16 years and over from the community to facilitate a volunteer experience either with Wellbeing for Life or another suitable service to enable the service to meet its KPI target on volunteers
2. To apply solution focussed problem solving to further develop, maintain and monitor the Volunteer data base and DCRS input to ensure details are logged and collated.
3. With support, to lead the continuous improvement of the volunteer offer ensuring that systems are fit for purpose and policies and procedures are adhered to.
4. To ensuring that each volunteer is treated with respect and dignity and has an individual action plan, and undertaking regular supervision of the individual volunteers monitoring and encouraging progress and training
5. To undertake first contact meetings and triaging of volunteers to ensure they are offered the most appropriate volunteering opportunity
6. To generate a working caseload of volunteers in groups or as individuals by applying asset based community development, engagement and consultation techniques as appropriate.
7. To manage the volunteer database ensuring that volunteers have the necessary checks and training before and placing the volunteer with the appropriate Volunteer Champion within the area hubs.
8. Manage and monitor the quality standards, police and processes in place to ensure the retention of the Volunteer Kite mark status.
9. To deliver a range of interactive training and workshops for volunteers.
10. To maintain regular contact with the hub volunteer champions to ensure that volunteers are being fully and appropriately utilised and are supported in their placement
11. To attend appropriate meetings and taking a lead on promoting the WBFL volunteering offer, including the review of marketing materials and the input into social media campaigns etc.
12. To work in collaboration with Facilitators and Senior Wellbeing Practitioners to develop Wellbeing Practitioner Champions/volunteers’ skills and confidence and provide them with any necessary support.
13. To asset map the local areas and signpost volunteers or clients to other relevant volunteering opportunities to relevant services.
14. To collate and present verbal and written reports as required, but at least on a monthly basis concerning the performance of the volunteer offer.
15. To actively work with the lead on marketing to promote the volunteering offer, including social media, supporting events and publicity campaigns.
16. To work as part of a team to develop a programme of health related activities for the local community including opportunities for volunteering.
17. To assist with the evaluation of services and sessions as appropriate and learn from best practice.
18. To work with relevant partners and professionals to support the service development and delivery.
19. To undertake risk assessments on home visits/venues/activities as required.
20. To be responsible for data management of volunteers including inputting information onto databases and generating reports.
21. To contribute to knowledge sharing and learning before, during and after projects, and to the development of a culture that helps colleagues become confident in using the appropriate technology and develop skills.
22. To contribute to administrative systems and record appropriate data where required.
23. To operate within commissioners guidelines, adhering to training, monitoring and financial requirements.
24. To plan and prepare suitable resources for the successful delivery of activities.
25. To audit and maintain resources, stock and equipment levels.
26. To work flexibly as part of a team and to provide cover for colleagues as required maintaining appropriate staffing levels within projects.

**General**

1. To uphold PCP’s Core Values at all times.
2. To operate within the policies and procedures of PCP, including confidentiality, safeguarding, information governance and data protection.
3. To assist marketing and engagement work and use creative techniques to gather views from the communities we support.
4. To actively take responsibility for your own Health & Safety and ensuring procedures are adhered to.
5. To collate appropriate monitoring and evaluation information to support the achievement of agreed targets and outcomes within the project or service.
6. To carry out all responsibilities in line with the organisation’s Equality & Diversity Policy.
7. To recruit, support, train and motivate volunteers as required.
8. To undertake any training and development deemed appropriate.
9. To undertake any such duties required by your Senior Manager or PCP Chief Executive.

**Date April 2022**