

**JOB DESCRIPTION**  
(To be read in conjunction with Person Specification)

**Volunteer Coordinator – Bradford Dementia Hub**

<b>POST:</b>	Volunteer Coordinator
<b>SALARY:</b>	CL 18
<b>ACCOUNTABLE TO:</b>	Service Manager
<b>RESPONSIBLE FOR:</b>	Volunteers

**ORGANISATIONAL EXPECTATIONS:**

Inspire North aims to provide a high-quality customer service adhering to the principles of best practice, promoting equal opportunities and working positively with diversity. Inspire North is an ambitious, forward-thinking organisation and you must be committed to developing and enhancing the services we provide.

Community Links as part of the Inspire North Group is a provider of mental health and dementia support services to socially excluded groups working with vulnerable and disadvantaged individuals and families. We deliver a range of creative services in partnership with organisations who share our values across sectors and communities.

The organisation expects all its employees to carry out their duties in a professional manner with a client focus, ensuring that respect and courtesy is shown to them, colleagues, other service providers and all those in contact with the organisation. You are expected to uphold the values and ethos of the Inspire North Group at all times.

We are proudly and actively anti-racist and as such, you are expected to drive the anti-racism agenda forward.

**OUTLINE OF POST:**

Bradford Dementia Hub (BDH) offers comprehensive information, advice and signposting for adults of any age with memory problems or who are diagnosed with dementia, their families and carers.

The service aims to deliver district-wide coverage and integration into Bradford's communities and works in a formal partnership with Khidmat Community Centres. This is an 'on site' role and the post holder will to be required to work and travel across the geographical area, and in a range of community venues.

The post-holder will be responsible for developing the volunteering component within the service. This will include recruiting, inducting and providing on-going supervision

and line-management to all volunteers as well as developing the staff team skills and capacity to work successfully alongside volunteers.

The role will also support the BDH Communication Champion in promoting the service using a variety of mediums including social media as well as representation of the service at events to recruit volunteers.

### **MAIN TASKS:**

1. To take responsibility for the day-to-day operational management and development of the Volunteering component of the service, ensuring integration into the wider service.
2. To promote volunteering opportunities within Bradford Dementia Hub; ensure sufficient recruitment of volunteers to meet the needs of clients within the service.
3. To supervise volunteers and provide vision, direction, support, development and training opportunities in order that volunteers deliver appropriate support to clients in line with Community Links philosophy.
4. To oversee the evaluation of volunteers' performance through ongoing supervision.
5. To maintain a rota system that is appropriate to the volunteering opportunities provided within the service.
6. To ensure volunteers working out of hours are familiar with the On-call Duty Manager System and their responsibilities within this.
7. To ensure that the volunteer component of the service is flexible and provides a variety of opportunities in how service users can access this.
8. Develop the staff team's skills and capacity to work successfully with volunteers.
9. Develop and Facilitate a Buddy Scheme to support carers of those living with dementia.
10. Represent Bradford Dementia Hub at events to promote both service and volunteer opportunities.
11. To ensure that client records are maintained in line with service standards.
12. To promote and facilitate service user involvement in all aspects of service provision.
13. Ensure that volunteers are fully integrated into service protocols for assessing and managing risk and that communication between the volunteering and support components of the model are effective.

14. Under the direction of the Service Manager attend meetings and provide reports relevant to the post.
15. Under the guidance of the Service Manager develop, implement, review and work in accordance with all Community Links and service policies and procedures.
16. To ensure that any premises volunteers work from remain secure and safe.
17. Maintain and update appropriate client and service recording and information systems, ensuring information required for service monitoring is accessible.
18. To maintain expenditure and petty cash systems in accordance with allocated budget, under the guidance of the service manager.
19. To participate in regular supervision, team meetings and other meetings as required.
20. Represent Community Links in a knowledgeable and professional manner at all times.
21. Maintain appropriate professional boundaries at all times.
22. Keep up to date with policies, guidelines, procedures and practices.
23. Identify own training and development needs in conjunction with your line manager and participate in training opportunities as directed.
24. Partake in Inspire North's Personal Development Review system.

The above duties are indicative of the requirements of the post at the time of recruitment. You will be expected to undertake other duties as may be reasonably required commensurate with the post, at the initial place of work or at other locations from which Community Links operates.

## Person Specification Volunteer Coordinator, Bradford Dementia Hub

The person specification should be read in conjunctions with the job description. It is used at the short listing and interview stage to decide how suitable each candidate is to take on the role.

Community Links does not necessarily expect that each candidate will fulfil all the criteria listed in the Desirable column but any 'gaps' could form areas for development in the future.

Approach	Essential	Desirable	Identified by: A=application I=interview E=exercise
Demonstrate understanding and commitment to equal opportunities and diversity	✓		A, I
Demonstrate a commitment and enthusiasm for working with our service user group	✓		A, I
Able to build and maintain relationships whilst maintaining appropriate professional boundaries and respecting confidentiality.	✓		A, I
Demonstrate a willingness to participate in shaping the future of the organisation by taking on responsibilities and projects in addition to core workload	✓		I
Demonstrate the ability to undertake work with high degree of accuracy and strong attention to detail	✓		A, I
Demonstrate a commitment to enabling and empowering clients to become actively involved in Community Links.	✓		A, I
Demonstrate an understanding of and commitment to our anti-racism agenda	✓		A, I
Demonstrate a commitment to partnership working and collaboration with local groups / services.	✓		A, I
Knowledge & Skills	Essential	Desirable	
Good verbal, written and numeracy skills sufficient to be able to make accurate written records	✓		A, I
Good technical literacy of Microsoft Applications e.g. Word, etc.	✓		A, I

Creative, flexible and imaginative approach to working with people from vulnerable groups	✓		A, I
Understand and be able to work within a framework of positive therapeutic risk taking	✓		A, I
Ability to supervise, support and develop volunteer skills	✓		A, I
Knowledge of legislation and frameworks to recruit and support volunteers effectively		✓	A, I
Have access to a car for work purposes and hold a full current UK driving licence		✓	A
Qualification in plain English. Second Language e.g. Urdu, Polish, BSL		✓	A
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>	
Experience of working with and developing individual plans / Personal Development Plans	✓		A, I
Experience of developing pathways into service and support structures.	✓		
Experience of managing or supervising volunteers	✓		A, I
Experience working with people with dementia either as a carer, worker, or volunteer.		✓	A, I
Knowledge base of dementia and the needs of the community		✓	A, I
Experience of engaging individuals from Ethnically Diverse Communities and supporting individuals to overcome barriers.		✓	A, I
Knowledge of inequalities experiences by communities and a commitment to overcoming barriers to volunteering.		✓	A, I