**North Lincolnshire Voluntary, Community**



**and Social Enterprise Alliance (NLVCSEA)**

**NL Alliance Volunteer Hub Coordinator**

**Context**

In March 2020, as the Coronavirus Pandemic struck Britain, North Lincolnshire Council created the opportunity for local residents to apply to become volunteers to support vulnerable people and communities. As a result of this appeal, almost 300 people applied to become volunteers.

North Lincolnshire Council worked with these locally registered volunteers over this period of time and allocated them to support existing voluntary and community sector organisations, formalised Covid 19, Mutual Aid and local community groups and, as North Lincolnshire Council volunteers, undertook practical tasks for the most vulnerable residents.

All of this was coordinated by North Lincolnshire Council until the North Lincolnshire Voluntary Community and Social Enterprise Alliance\* negotiated to take on this role under contract to North Lincolnshire Council:

* Create a Volunteer Hub which will continue to recruit potential volunteers, undertake the necessary checks and support them to the point where they become ‘good to go’, ready for placement. In order to provide opportunities, the Hub will also work with existing voluntary, community and public sector organisations to register with the Hub and encourage them to ‘advertise’ volunteer opportunities in order for volunteers to be ‘matched’ and placed.
* Support the Covid 19, Mutual Aid and informal community groups to identify their support needs and assist them to put in place those things which will assist them to continue, if they wish to. This includes, ensuring that they have the systems in place to support volunteers
* Build upon the initial discussion with voluntary, community and public sector volunteer managers to develop a resourced Volunteer Managers Network including a training programme and document ‘repository’.

This came into being in June/July 2020 and successfully developed and delivered by three staff seconded to the Alliance Volunteer Hub: Linda (Westcliff Community Works), Vikki (BRIC) and Jacky Birkett (HWRA).

In addition to the above activity, the Alliance Volunteer Hub also created the system to recruit and deploy Vaccine Volunteers to the Primary Care Network (PCN) vaccination sites and is currently recruiting and allocating Mass Vaccination Centre Volunteers ready for the new centre being launched (currently approx. 300 volunteers). Working closely with the 4 PCN’s, GP practices, local mutual aid/community/voluntary groups, Clinical Commissioning Group, Safecare (GP Federation) and local authority.

Initially contracted for a 5 month period, due to meeting the contract requirements, the Alliance Volunteer Hub contract was extended for a further 6 months which is due to finish in May 2021. With North Lincolnshire Council successfully receiving funding to implement the Community Champions programme up to March 2022, it has been agreed that the Alliance Volunteer Hub contract will be extended for the same period due to the links between both programmes.

At the end of February 2021, Linda was successful in getting a new job and therefore there was an opportunity to re-look at the structure and development of the Alliance Volunteer Hub in the current and emerging future.

**Structure:**

Humber and Wolds Rural Action (HWRA) is leading on this contract on behalf of the Alliance and wishes to second an existing member of staff from within the Alliance for a 12 month period as ‘Alliance Volunteer Hub Coordinator’, to support the continued development, implementation and evaluation of the Alliance Volunteer Hub, supporting Vikki’s role and enabling Jacky to be less ‘hands on’ with the day to day running of the Hub.

**North Lincolnshire Alliance Volunteer Hub Coordinator**

The budget available provides for a 25 hour post. The person’s base will remain wherever they are currently and all ‘activities’ will be undertaken by telephone or virtual communication (Zoom, Teams etc.) until it is safe to commence face to face meetings again.

The appointment process is:

* Advertise the position to Alliance members and invite Expressions of Interest
* Staff members interested in the role must discuss with their line manager to gain support for their release
* Staff members complete the Expression of Interest form
* Expressions of Interest will be measured against the job description and person specification below
* Where applicants meet the specification, they will undertake an ‘informal virtual interview’ which will ensure that they understand the role, confirm their experience, knowledge, skills and ideas for developing the Alliance Volunteer Hub
* Where there is more than one applicant that meet the specification, the following options are available:
* Based on the information gleaned at the ‘informal virtual interview’ and measured against the specification, the highest scoring person will be appointed

The successful person(s) will be appointed as soon as possible in March or commence 1st April 2021 to 31st March 2022.

For information, contact Jacky Birkett: [jacky.birkett@hwrcc.org.uk](mailto:jacky.birkett@hwrcc.org.uk) Tel: 07498 373 027

**Deadline:12 noon Thursday 18th March 2021**

**Informal interviews will take place on Tuesday 23rd March 2021**

**\*North Lincolnshire Voluntary Community and Social Enterprise (VCSE)** **Alliance** whose members include: Active Humber, Age UK Lindsey, Alzheimers Society, Building Resilience in Communities (BRIC), Carers Support Service, Citizens Advice North Lincolnshire/Social Prescribing, Crosby Community Association, The Forge (Homelessness Charity), Healthwatch North Lincolnshire, Humber and Wolds Rural Action (HWRA), Lindsey Lodge Hospice, North Lincolnshire Mind, Stroke Association, Voluntary Action North Lincolnshire, Westcliffe Community Works.

**North Lincolnshire Voluntary, Community**



**and Social Enterprise Alliance (NLVCSEA)**

**NL Alliance Volunteer Hub Coordinator**

**JOB DESCRIPTION**

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| **Job Title:** North Lincolnshire Voluntary, Community and Social Enterprise Alliance Volunteer Hub Coordinator    **Salary:** £14.38 per hour  **Contract:** 25 hours per week  (Mid March 2021 to 31st March 2022 – seconded to HWRA) | **Responsible to:**  Jacky Birkett,Delivery and Development Manager, NL VCSE Alliance/Humber and Wolds Rural Action (HWRA) | |
| **Overall Purpose of Job:**  To continue the development, implementation, monitoring, evaluation and forward planning of the NL Alliance Volunteer Hub, Volunteer Managers Network and Covid 19/Mutual Aid/Good Neighbour schemes group formalisation.  This role is new and has been created to continue to develop all three aspects of the Alliance Volunteer Hub in line with the North Lincolnshire Council contract. The successful applicant will build upon the work, structures, relationships, services and offer developed to date to create an Alliance Volunteer Hub that can respond to future needs and demands from system partners, ensure that potential and actual volunteers are provided with a range of good quality volunteering opportunities ensuring that there is capacity within the system to meet all demands and continue to develop the service on behalf of the Alliance, voluntary and community organisations and communities in North Lincolnshire.  The Alliance Volunteer Hub Coordinator will supervise the Alliance Volunteer Hub Administrative Support Assistant on a day to day basis.  This is a short term temporary secondment from mid-March to 31st March 2022.  This is a secondment position within the North Lincolnshire Alliance Volunteer Hub (with Humber and Wolds Rural Action as contract lead). | | |
| **Main Responsibilities:**  Alliance Volunteer Hub:   * Build upon the existing relationship with system partners, community groups and individuals and promote the role of the Alliance Volunteer Hub * Identify opportunities to develop the Alliance Volunteer Hub further exploring opportunities for future sustainability * Working with the voluntary and community sector and wider system partners, develop the role of #NLVolunteers to respond to individual, group and organisational needs on both a proactive and reactive basis. For example: providing a volunteer to support a Social Prescribing client to become more confident, deploying a volunteer to undertake practical tasks for someone who is unable to do this for themselves, responding to an emergency e.g. flooding/vaccine programmes or marshalling at an event * Actively support the role of Alliance Volunteer Hub Support Assistant by undertaking the role in their absence which includes: making contact with potential volunteers and undertaking the required checks prior to becoming a volunteer (DBS, references etc.), registering organisations seeking Volunteers, recording their requirements, assisting in ‘matching’ volunteers to appropriate opportunities * Maintain contact with volunteers ‘in waiting’ and deployed volunteers * Assist in the creation of the Alliance Volunteer Hub newsletter * Coordinate and collate feedback and evaluations   Covid 19/Mutual Aid/Good Neighbour Scheme group support:   * Research new and existing groups, maintain records of group status, activities and local ‘offer’ * Maintain good relationships with local groups in order to effectively respond to ‘requests for practical support’ (shopping, prescription collection, fire lighting etc.) in a timely manner * Facilitate the continuation and development of the Community Network in partnership with the Community Champions programme * Facilitate shared learning between groups and assist them to access appropriate support dependent upon identified need * Contribute to, and assist Community Network members to contribute to, the Digital Front Door, a platform containing data on all activities and services across North Lincolnshire   Volunteer Managers Network   * Assist organisations to identify their development and support needs with particular focus on the needs of volunteers and Volunteer Managers * Develop appropriate responses to identified need: training, mentoring, coaching, access to quality information and standards including Supporting Volunteers Award or equivalent * Continue to develop and increase the membership of the Volunteer Managers Network * Contribute to Volunteer Managers Network meetings and training sessions and facilitate shared learning   General:   * Continue to develop, implement and monitor systems which support and future proof Alliance Volunteer Hub development by collecting feedback from all users of the Alliance Volunteer Hub * Promote and maintain a good quality Volunteer Hub experience for all in contact with the service * Maintain and complete monitoring information and data to provide feedback to: North Lincolnshire Council (contract holders), North Lincolnshire Clinical Commissioning Group, system partners and North Lincolnshire VCSE to meet all contracting requirements * Attend and contribute to contract monitoring meetings * Create an ethos of continuous development in response to identified need * Actively promote the Alliance Volunteer Hub including maintaining the social media presence * Support the overall NL VCSE Alliance Volunteer Hub as required with a specific focus on Community Champions, Welcome Home, Befriending and Ironstone Meet and Greet programmes * Maintain General Data Protection Regulation (GDPR) policies and procedures and ensure that all activities and materials meet GDPR requirements * Work on one’s own initiative and in a team as necessary | | |
| **Postholders will be expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility. This job description is provided for guidance only and does not form part of the contract of employment.**  **HWRA requires postholders to undertake a check with the Disclosure and Barring Service check where contact with vulnerable people occurs (not a requirement for this post).** | | |
| Prepared By: Jacky Birkett | | Date: 08-03-2021 |  |
| Agreed By: Susan Oliver | | Date: 08-03-2021 |  |
| Post-holder: | | Date: |

**PERSON SPECIFICATION**

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| **Job Title:** North Lincolnshire Voluntary, Community and Social Enterprise Alliance Volunteer Hub Coordinator  **Salary:** £14.38 per hour  **Contract:** 25 hours per week  (Mid March 2021 to 31st March 2022 – seconded to HWRA) | **Responsible to:**  Jacky Birkett,Delivery and Development Manager, NL VCSE Alliance/Humber and Wolds Rural Action (HWRA) |

**Method of Assessment (MOA)**

**AF = Application Form/EOI I = Informal Interview**

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| **ESSENTAL CRITERIA** | **MOA** |
| **Skills and abilities:**   * Identify and act upon opportunities to respond to and develop the services on offer * Facilitation skills, developing individuals, groups and communities * Communicate to various people and organisations who will have a range of communication abilities and knowledge * Listening skills and confidence in talking to people both in groups and on a one-to-one basis * Show commitment, enthusiasm and a positive and creative approach to solving problems * Write notes and document summaries to a high standard and in electronic format * Maintain accurate records * Utilise social media in a professional and positive way * Administration and organisational skills * Skilled in time management with an ability to prioritise work and manage own, and others, workload * Work effectively both alone and as part of a team * A positive “can do” approach to work * Create and work in a non-judgemental environment * Ability to forge strong and positive working relationships with a wide variety of customers and partners * Professional telephone and electronic communication manner | I/AF  I/AF  I/AF  I/AF  I/AF  AF  AF  I/AF  AF  I/AF  I/AF  I/AF  I/AF  I/AF  I/AF |
| **Knowledge and Experience:**   * Experience of, and ability to, engage with a variety of individuals/groups/agencies and professionals * Day to day supervision of staff or volunteers (or equivalent) * Knowledge of North Lincolnshire * Understanding of equal opportunities, diversity and the need for confidentiality * Knowledge of and good practice in the practical implementation of General Data Protection Regulations (GDPR) * Specific knowledge and skills required to carry out identified role/task: * Experience of working in a customer focused environment * Experience or knowledge of working with and advising internal and external customers * Delivering training | I/AF  I/AF  I/AF  I/AF  I/AF |
| **Education and training:**  A good standard of literacy and numeracy  Computer literate, with a working knowledge and ability in the Microsoft Office applications (Excel, Teams/forms etc.) and electronic communication (Microsoft Teams/Zoom etc.)  Good understanding of Health and Safety and safe working practices particularly meeting government guidance on working in a pandemic | AF  AF  AF/I |
| **Working arrangements:**  Prepared to work flexibly to respond to demand within agreed guidelines and where appropriate and possible, with notice  Willingness to participate in group/publicity events (virtually currently) | AF/I  AF/I |

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| **DESIRABLE CRITERIA** | **MOA** |
| **Skills and abilities:**   1. Transfer skills learned in other organisations/sectors 2. Ability to work under pressure with an energetic, enthusiastic and flexible attitude 3. Demonstrable ability to identify opportunities and develop appropriate and sustainable responses 4. Having and able to articulate a vision of the Alliance Volunteer Hub in the future | AF/I  AF/I  AF/I  AF/I |
| **Knowledge and Experience:**   1. Creating and maintaining quality relationships and working in partnership 2. Working and communicating with volunteers and Volunteer Managers 3. Facilitating effective networks 4. Writing reports and presenting data for monitoring and reporting purposes 5. Delivering Training | I/AF  I/AF  I/AF  I/AF  I/AF |
| **Education and training:**  N/A |  |
| **Working arrangements:**   * Working from home (whilst Covid 19 regulations remain in place) or employing organisations office base | I/AF |

**RELATIONSHIPS**

|  |  |
| --- | --- |
| **Title of post to which this post-holder normally reports** | Delivery and Development Manager |
| **Number of employees supervised by this post** | One |

**PHYSICAL CONDITIONS (work, location, hours etc)**

This is a 25 hours per week post. It is a secondment arrangement between the postholders original organisation and HWRA/Alliance. The post-holder may be required to work out of normal office hours in order to support this activity (meetings and/or events/training) wherever possible, with notice.

Due to the current situation, the Post-holder will remain located at their current base wherever this may be (home/office) adhering to the current Public Health/Government regulations. Meetings and training (one to one and group) will all be undertaken virtually until restrictions are lifted.

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| **CONTACTS (internal and external)** | **REASON FOR CONTACT** |
| All colleagues (Alliance, Alliance Volunteer Hub and HWRA) |  |
| Volunteers and organisations (voluntary, community, public sector, private sector) | To perform the duties |
| Members of the public/potential volunteers | of the post |
| Local Authority representatives |  |
| Health representative (commissioners and providers) |  |
| Members and Officers of Principal Authorities (more general) |  |
| Private companies |  |
| Media (through the Delivery and Development Manager) |  |