

## JOB DESCRIPTION

**JOB TITLE:** STAFF/VOLUNTEER DEVELOPMENT CO-ORDINATOR

**GRADE:** NICS EO1: £27,845-£28,730

**RESPONSIBLE TO:** Head of Services & Support

**PURPOSE:** To assist Housing Rights to achieve its vision and deliver its strategic objectives through:-

- (i) Delivery of a professional human resources function within Housing Rights to support employees, peers and volunteers
- (ii) Identifying and developing opportunities for the positive involvement of peers and volunteers in the delivery of services.
- (iii) Co-ordinate the involvement of peers and volunteers within Housing Rights.
- (iv) Supporting the development and implementation of a Learning and Development Strategy to support professional development and build capabilities, skills and competences to support employee, volunteer and peer development.

### **DUTIES:**

#### **1.0 HUMAN RESOURCE SERVICES**

- 1.1 To provide a professional HR service within Housing Rights.
- 1.2 To ensure the HR requirements of the organisation are accurately defined and appropriately met, including managing recruitment campaigns, handling HR administration etc
- 1.3 To ensure a supportive working environment which promotes the welfare of all employees.
- 1.4 To ensure all employees are provided with a safe and secure working environment and are made aware of their obligations in relation to health & safety in the workplace.
- 1.5 To ensure the organisation's HR policies, procedures and systems comply with legislative requirements and good practice.
- 1.6 To develop, implement and maintain appropriate HR procedures.
- 1.7 To provide advice/guidance to staff and management on implementation of all HR policies and procedures.
- 1.8 To bring any relevant HR issues to the attention of the Head of Services & Support.

## **2.0 PEER AND VOLUNTEER SERVICES**

- 2.1 To provide a professional Peer and Volunteer service within Housing Rights
- 2.2 Be the first point of contact for peer and volunteer enquiries and related matters both internally and externally.
- 2.3 To develop a continuous programme of peer and volunteer recruitment and retention.
- 2.4 To ensure that all data required for monitoring and evaluation of volunteer and peer activity is collated and forwarded timeously to the relevant Line Managers.
- 2.5 To co-ordinate the administration and approval of 'out of pocket' expenses.
- 2.6 To co-ordinate, administer and facilitate individual student work placements.
- 2.7 Ensure appropriate links with other organisation/agencies supporting volunteering and active citizenship are in place.
- 2.8 Liaise with staff to identify and develop opportunities to involve volunteers and/or peers in delivery of services.
- 2.9 To raise awareness of the benefits of volunteering and ensure existing staff are adequately skilled to work effectively with volunteers/peers.
- 2.10 To ensure volunteers and/or peers are effectively integrated into Housing Rights team and provide added value in delivery of services.
- 2.11 To ensure an evaluation process is in place to enable the impact of the volunteer/peer activity for the individual/organisation/society to be measured.
- 2.12 To identify and realise opportunities for obtaining funding/resources to support the involvement of peers and volunteers within Housing Rights.

## **3.0 LEARNING AND DEVELOPMENT**

### **Employees**

- 3.1 Supporting the implementation of the organisations Learning and Development Strategy.
- 3.2 Identifying employee learning and development needs and developing an annual learning and develop plan.
- 3.3 Managing and planning training courses and learning opportunities in line with the agreed annual learning and development plan.

### **Volunteers and Peers**

- 3.4 Developing a framework for the learning & development of volunteers and peers to ensure they meet the appropriate level of skills and knowledge required to carry out their role.
- 3.5 To explore and offer additional training and accreditation where relevant to enhance the scope for self-development; further volunteering or employment opportunity.
- 3.6 In liaison with the relevant managers, co-ordinate the arrangements to support the placement and contribution of volunteers and peers so that they achieve.

- 3.7 To undertake review of the services the volunteers and peers provide and give opportunity for feedback from volunteers, peers and staff.
- 3.8 To create opportunities to celebrate the involvement and contribution of volunteers and peers.
- 3.9 To ensure best practice in volunteer involvement.
- 3.10 To agree and monitor targets, identify deviations and implement remedial action as required.
- 3.11 Co-ordinating delivery of induction for new employees, volunteers and peers.
- 3.12 To collate and present reports on key objectives/targets as required.
- 3.13 To write reports and respond promptly to reasonable requests for information and other material as required.

## **4.0 DEVELOPING EFFECTIVE WORKING RELATIONSHIPS**

- 4.1 To create, develop and maintain effective internal working relationships.
- 4.2 To promote effective working relationships with other voluntary, private and statutory agencies and with other colleagues/department within Housing Rights.
- 4.3 To lead, facilitate and contribute to meetings/group discussions.
- 4.4 To act as peer & volunteer ambassador both internally and externally, including public speaking, as required.

## **5.0 DEVELOPING SELF AND OTHERS**

- 5.1 To plan, allocate and organise own workload.
- 5.2 To monitor and evaluate own work.
- 5.3 To develop self to enhance performance.
- 5.4 To contribute to training and development activities for colleagues.

## **6.0 OTHER**

- 6.1 To act in accordance with the agreed values of the organisation.
- 6.2 To ensure the policies and procedures of the organisation are observed.
- 6.3 To undertake any other duties, consistent with the post which may from time to time be required by the senior management team.

The duties of the post will be subject to review in accordance with the needs of the organisation.