

JOB DESCRIPTION

Job Title	Volunteer Co-ordinator – VPPP Northwest - Thrive Together (Armed Forces Community)
Contract Type	Fixed term contract (to end June 2026) potential to extend depending on funding
Based	Within the northwest region (Merseyside, Greater Manchester, Lancashire).
Hours	17.5 hours per week, Monday to Friday, depending on availability
Salary	£12,598 per annum (£25,196 per annum FTE)
Holidays	16.5 days, including public holidays (33 days FTE)
Reports to	Head of Operations, based in Bristol
Job Purpose	To manage all elements of volunteering for our Armed Forces Community project in the northwest, as part of the “Thrive Together” Veterans’ Places, Pathways, and People (VPPP) programme in the Northwest
Additional Information	Mobile phone and laptop provided. Car driver and access to a car essential (business mileage paid) and the role will initially involve regular travel across the Northwest within reasonable commuting distance of home base
Application Deadline	5.00pm, Friday, 29 November 2024 with virtual interviews scheduled week commencing 9 December 2024.

Background

At Step Together we believe in the power of volunteering as a catalyst for change – in individuals, organisations and society as a whole. We are specialists in the use of volunteering to enable people to overcome disadvantage, to take control of their lives and expand their horizons, enhancing well-being, employability and life satisfaction. Our mission is to enable people of all backgrounds to take positive action to change their lives and the lives of others through volunteering.

Step Together has three primary cohorts of beneficiaries, of which our Armed Forces Community group is one. Our programme supports service personnel on recovery duty, veterans and their families across the UK, to make significant changes in their lives, through one-to-one support and active engagement in community volunteering as part of their recovery and resettlement.

We have recently been successful in joining the Thrive Together partnership of organisations delivering the Veterans’ Places, Pathways & People Programme (VPPP) in the northwest and will be establishing a volunteer programme involving those with lived experience of the Armed Forces to act as Volunteer “ambassadors” throughout the region. These volunteers will raise awareness of the different sources of support available to veterans, service leavers and other members of the Armed Forces Community by reaching out to hard-to-find and hidden veterans, using their lived experience and life stories to encourage greater help-seeking behaviour by veterans in need of support. Volunteers will use their experience and networks to provide essential information on how to access support and advocate for early help. Equally, volunteers will liaise with support providers to ensure they are aware of the barriers faced by members of the Armed Forces Community to accessing the help they need, so that these support services can become more accessible, inclusive and informed.

The post-holder will be responsible for managing and co-ordinating this volunteer programme, overseeing all aspects of volunteer recruitment and management, in close liaison with the rest of the partners involved in Thrive Together to ensure that both our project, and the partnership as a whole, can achieve their objectives and reach veterans in need.

Job Overview:

Step Together Volunteering is seeking an inspiring and committed Volunteer Coordinator to help establish a new project in the northwest as part of our Armed Forces Community Programme. Having recently joined the Thrive Together partnership, who are delivering the VPPP programme in the northwest funded by the Armed Forces Covenant Fund Trust, we are looking to set up an effective volunteer programme to achieve the objectives of the VPPP programme.

The successful candidate will play a crucial role in establishing a volunteer programme which recruits and supports people with lived experience of the Armed Forces to volunteer with the purpose of reaching and helping veterans in need of support who are either unaware of the help available and how to access it, or who face barriers (real or perceived) to engaging with support.

Key Responsibilities:

Volunteer Recruitment and Coordination

1. Ensure the necessary volunteer policies and procedures are in place, along with risk assessments, so that all of our team (staff and volunteers), clients, partners and the wider community are safe.
2. Generate appropriate volunteer job descriptions, based on needs and project demand.
3. Promote volunteering opportunities both within and outside the partnership through effective recruitment campaigns, to attract volunteers with lived experience of the Armed Forces.
4. Recruit and interview potential volunteers (with support from our Central Team), ensuring they are suitable for the role, and in line with Safer Recruitment practices.
5. With the support of our Central Team, ensure that pre-volunteering checks are carried out, including Disclosure and Barring (DBS) checks and taking up references.
6. Manage the on-boarding process for new volunteers, including a comprehensive induction to the charity, this project and the VPPP programme.
7. Ensure any mandatory training for volunteers is undertaken and going forward identify additional training and development needs.
8. Create a welcoming and inclusive environment for volunteers, where they feel valued and part of the wider team, within the Thrive Together partnership, our Armed Forces Community Programme, and the wider Step Together Volunteering team.
9. Provide appropriate support and line management to volunteers, including 1-1 supervision and group meetings as needed. Respond to any issues or queries in a timely manner.
10. Coordinate the work of the volunteers to ensure the project's aims are achieved and contribute to the wider objectives of the Thrive Together partnership.
11. Ensure volunteers are recognised and thanked for their efforts and input, raising awareness of their contributions and impact.
12. Maintain accurate records of all volunteering activities and management, in line with Data Protection and GDPR regulations, using our case management system.

Partnership Working

1. Liaise with other organisations within the Thrive Together partnership to understand how they work, what their role in the partnership is, and how our volunteers can support the partnership's objectives.
2. Attend partnership meetings as required, acting as Step Together Volunteering's representative for the project in the northwest region, helping to raise the charity's profile and that of the project.
3. Delivering talks and presentations (in person and virtually) to help promote our work and engage volunteers to include networking breakfasts, veteran drop-in centres and other events.
4. Liaise with the wider Step Together Volunteering team, particularly colleagues working on other Armed Forces Community Programmes, to share updates, knowledge and best practice.

Reporting

1. Report to the Head of Operations on a monthly basis with updates on project progress, including

2. volunteer recruitment, training, support and activities. Provide updates on partnership working. Support the Head of Operations with all aspects of project reporting, ensuring the impact of volunteering is captured and communicated clearly using qualitative and quantitative data.
3. Support our profile and awareness raising activities across the northwest and wider afield through providing compelling stories and case studies for use on our website and social media platforms, as well as in reports to funders. Ensure consent is gained for use of any images, quotes or case studies.

PERSON SPECIFICATION

This role will most likely be suitable to those with the following skills and experience:

Essential	Desirable
Practical experience of working with members of the Armed Forces Community, either in a paid or voluntary role.	Experience of working with staff or volunteers who have lived experience, and an understanding of the potential for people to be retraumatized in these roles.
Understanding of the challenges facing veterans and service leavers, especially those with complex circumstances (e.g. alcohol/substance misuse, finance/debt issues, poor mental health, discrimination due to LGBT+, gender and/or BAME identity, disability or poor health etc.	Direct or family experience of service within the military command structure
Previous experience of working with volunteers in a community organisation or charity, empathy and understanding of their needs	Previous experience of recruiting and managing volunteers
Confident communication and listening skills with the ability to relate to a wide range of people	Strong presentation skills with the ability to negotiate, influence and solve problems
Reasonable understanding of safeguarding practices relating to vulnerable adults and/or young people	Familiarity with health and safety practices and/or trained in First Aid
Good planning and time management skills, able to co-ordinate and lead on a 1:1 and group basis	Confident IT skills – training will be provided on the Charity’s systems – and an ability to maintain records and produce clear written and oral reports
Capacity to inspire and motivate others	Ability to be creative with limited resources, seize opportunities and think outside the box
An understanding of the Armed Forces sector, commitment to and empathy with members of the Armed Forces Community	Awareness of the voluntary sector’s challenges and ability to handle information in a confidential manner, responding with sensitivity when needed
Full clean driving licence valid in the UK and access to/use of a car (NB: the role will involve travel across the Northwest)	