



## **JOB DESCRIPTION**

**Job title:** Volunteer and Community Engagement Coordinator

**Service:** FOOD Clubs

**Salary:** Grade 2 Point 16 – 19

**Hours:** 30 hours per week

**Location:** Homebased with daily travel in Southend on Sea

**Responsible to:** National / Regional Manager

### **Summary of job:**

To increase the number of volunteers in the delivery of our Food Services and the types of roles we can offer.

To diversify our volunteer base and better represent the community in which we deliver.

To work in an integrated and inclusive manner with existing volunteers to improve the volunteer experience.

To engage and work with communities and corporate volunteers to .

### **Key tasks and responsibilities:**

1. To lead on the recruitment of a broad range of volunteers, including corporate volunteers.
2. To develop links with local partners to promote volunteering including the local authority, voluntary organisations (e.g. foodbanks, housing associations) and corporate businesses.
3. To support and encourage FOOD Club members with lived experience of food insecurity to become volunteers.
4. To attend local events, networks/forums and meetings to promote volunteering.
5. To deliver sessions and events, face to face and on-line to enable potential volunteers to find out more about volunteering
6. To collect evidence demonstrating the impact of volunteering (e.g. surveys, interviews, case studies, focus groups, videos) and sharing case studies/good news stories to encourage others to volunteer
7. To review existing roles and identify gaps/opportunities for new roles (e.g. delivery driver, marketing and communications assistant, wraparound provision facilitator).



8. To use a strength base approach that utilise the skills that exist amongst our existing volunteers and within the local community.
9. To develop a volunteer handbook explaining different roles, responsibilities and the process we operate within.
10. To review demographic data to identify underrepresented groups (e.g. people who do not speak English as a first language, young people, older people, LGBTQIA+ people).
11. To develop links with local partners to reach underrepresented/marginalised groups (e.g. Welcome to the UK, faith-based organisations, U3A, Age Concern Southend, schools/colleges).
12. To review our existing induction, training and support package and identifying gaps/opportunities for enhancing this with a focus on developing volunteer skills, knowledge and experience, and build their confidence.
13. To implement rewards/incentives that recognise and value commitment, improve volunteer wellbeing and increase motivation to continue volunteering (e.g. certificates/awards, celebrating milestones).
14. To build a community of local volunteers who support and learn from each other e.g. social activities, peer support/buddying opportunities.
15. A good understanding of safeguarding issues and a commitment to Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
16. To attend and actively participate in team meetings and other meetings as required by the National / Regional Manager.
17. To actively take part in Family Action's formal appraisal and supervision processes and be responsive to critical challenge, advice, feedback and direction as part of a process of continuous improvement. Take responsibility for your own professional development, identifying and attending training which will support growth in the role.
18. To contribute to the growth and development of the organisation appropriate to your role, by gaining a working knowledge of Family Action's portfolio of services and being an ambassador for the work.
19. To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
  - a) Being people focused
  - b) Reflecting a 'can do' approach
  - c) Striving for excellence in everything we do
  - d) Having mutual respect for everyone we work with, work for and support through our services



20. Implement Family Action's Equality & Diversity Policy and Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
21. Comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
22. Work flexibly as may be required by the needs of the service, occasionally travel to other areas nationally to share learning and carry out any other reasonable duties as required.

### **Person Specification**

1. Educated to level three or with previous experience in at least one of the following environments: volunteer recruitment, community based delivery / development, education, health or social care.
2. Skills, knowledge and aptitude for building and maintaining professional relationships community groups and other agencies, working with communities in a strength based and supportive way.
3. Proven experience of supervising and developing volunteers, providing effective leadership, managing conflict and using negotiation skills where necessary with an ability to communicate, negotiate and influence a wide range of audiences and stakeholders.
4. Proven experience of working with a diverse range of communities and inter-agency working and the importance of working together principles.
5. An excellent understanding and awareness of the impact of disadvantage and social exclusion and a commitment to promoting inclusion and equality of opportunity for all.
6. Proven experience of empowering individuals to build on their existing strengths, promote their needs, views etc. and develop service users' confidence and skills to do this independently whenever possible
7. Experience of establishing and sustaining a broad range of professional partnerships and engaging, as well as consulting, with service users and stakeholders through effective collaboration and communication skills.
8. Proven experience to providing high quality supervision and undertaking appropriate training in the principles of reflective practice.
9. Ability to develop creative and innovative practice, with the ability to plan, set priorities and work on own initiative. Good organisational skills are required.
10. Good understanding of safeguarding in relation to both adults and children.
11. Awareness of the Investors in Volunteers standards



12. Excellent written communication skills, with a high level of IT proficiency, and the ability to produce a range of reports and Management Information for a wide range of audiences, whilst evidencing the understanding of outcomes & impact.
13. Proven ability to plan, deliver and evaluate sessions face to face or on line to existing and potential volunteers.
14. To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
  - a) Being people focused**
  - b) Reflecting a 'can do' approach**
  - c) Striving for excellence in everything we do**
  - d) Having mutual respect for everyone we work with, work for and support through our services.**