

Job Description



JOB TITLE:

Volunteer and Community Capacity Builder

LOCATION:

Across Direct Help & Advice's offices and project locations

ACCOUNTABLE TO:

Community Business Development Manager

SALARY & HOURS OF WORK:

Competitive Salary

30 hours / 15 hours per week based around core business days of Monday to Friday.

However, the post holder will need to be accessible to the communities being served and work will often include unsocial hours, such as evenings or weekends, so considerable flexibility is required.

This role will require you to undertake a Disclosure & Barring Service (DBS) check and disclose information which would otherwise be considered "spent" under the provision of the Rehabilitations of Offenders Act 1974.

GENERAL INFORMATION:

Direct Help & Advice provides direct help via specialist advice, advocacy and representation for families and individuals facing crisis, to prevent and alleviate homelessness, debt and housing difficulty.

We also offer accessible training and skills development to a wide range of people to help reduce unemployment and promote social and financial inclusion. Offering accredited programmes from Community Learning, Sector training and soft skills development.

Direct Help & Advice are the lead organisation in the running of 10 Community Managed Libraries (CML's) across Derby City. Whilst ensuring the Minimum Standard Resources are maintained at each of these libraries, DHA and its partners strive to identify and offer an increased variety of accessible services that meet the needs of diverse demographics within each community.

JOB PURPOSE:

To help deliver the change needed in Community Managed Libraries at a local level as we build positive new environments in which community involvement and volunteering is essential to successful service delivery.

To promote a range of volunteering opportunities within Community Managed Libraries, engage new volunteers and create positive working environments where volunteering is fun, purposeful and rewarding. To develop strategies for supporting, developing and retaining library volunteers.

To actively engage, support and empower local people to address the issues that are most important to them by drawing on their local knowledge, common interests, skills, ideas and shared experiences in order to develop and implement sustainable local solutions.

To act as a link between communities and a range of other local authority and like-minded organisations, addressing any inequalities with communities that may be perceived as culturally, economically, socially or geographically disadvantaged.

DUTIES AND RESPONSIBILITIES OF THE POST:

1. Working closely with our partners and Derby City Council, ensure the Library Minimum Standard Resources are maintained in each of the community libraries.
2. Working proactively to attract new volunteers and creating positive working environments for existing volunteers in order to retain them. Implementing effective volunteer management systems and ensuring accurate and auditable volunteer records.
3. Ensure volunteer rotas are well managed so that CMLs have a sufficient workforce, and working with CML staff to coordinate day to day volunteer activity and deal with any operational matters.
4. Provide supervision and ongoing support to individual volunteers and promote a range of training and development opportunities to help them achieve their personal goals and aspirations.
5. Identifying new opportunities in terms of volunteer roles within CMLs and working with project partners to develop and implement these. Assisting in the provision of training and practical support.
6. Supporting and empowering local people and communities to address the issues that are most important to them by drawing on the local knowledge, common interests, skills, ideas and shared experiences of people in each area to develop and embed sustainable local solutions.
7. Attend CML Steering Group meetings to build effective working relationships with members, and support them to organise a varied programme of social, cultural and recreational activities tailored to meet the needs of each library community – as identified in each Steering Group's individual action plan.
8. Support the Head of Service and Community Business Development Manager to identify and develop fundraising and income generation opportunities at strategic and local level to support CML sustainability.
9. Working in partnership with a range of service providers, facilitating joint working and interventions locally and promoting CMLs as community bases/ co- location points and venues for the delivery of their services, activities and events.
10. Participate in designated operational and administrative procedures to ensure the library runs efficiently and in line with agreed standards, including, unlocking and locking the buildings, and liaising with partners.
11. Assist in ensuring all marketing materials, such as websites, hard copy marketing material and social media is maintained and current; ensuring DHA visibility is established in each community area. Improve and enhance on marketing and promotion of projects and new initiatives as they develop.
12. Ensure professional competence through Continuous Professional Development and keeping up to date with current developments and legislation.

The post holder will carry out any other duties as are within the scope, spirit and purpose of the job.

KEY SKILLS, KNOWLEDGE & EXPERIENCE:

- Significant experience in a Community Development/ Capacity Building or Volunteer Management role within the community and voluntary sector, and preferably also within the public or private sector
- Experience of managing, supporting and developing volunteers and implementing volunteer management systems
- Experience of cross sector partnership working and delivering partnership projects
- Excellent communication and interpersonal skills with the ability and motivation to engage with people from all communities
- Experience of community fundraising and the preparation and monitoring of funding bids, with the ability to proactively identify income generation opportunities from a variety of sources and interpret and present data
- Experienced in the use of I.T. and Office Software
- A non-judgmental and positive attitude with knowledge and understanding of community and social issues
- Innovative and creative thinker with the ability to organise own time effectively
- A flexible approach to working hours

DEVELOPMENT & TRAINING:

To respond positively to new and alternative systems, undertaking training and development activities as identified.

HEALTH & SAFETY:

To comply with relevant health & safety legislation, policies and procedures in the performance of the duties and responsibilities of the post.

EQUALITY AND DIVERSITY

To support, promote & comply with the Company's Equality and Diversity policies in the performance of the duties and responsibilities of the post.

CONFIDENTIALITY & DATA PROTECTION:

The Company requires all staff to maintain a high standard of confidentiality, and any disclosure of information outside the proper and recognised course of duty will be treated as a serious disciplinary offence. All staff are also subject to the General Data Protection Regulations 2018.

AGREEMENT OF JOB DESCRIPTION:

These duties are intended as a guide and operational requirements may necessitate the employee performing other duties not included in this job description.