

Job Description

Job Title:	Volunteer Co-ordinator (HOPE Project – South Wales)
Location:	Hybrid working supporting the Project Officers in South Wales, with occasional travel across the region as required. Main area will be: <ol style="list-style-type: none"> 1. South Wales – to include the counties of Gwent, Cardiff and Vale, Glamorgan, Swansea and Neath Port Talbot, Carmarthenshire and Pembrokeshire
Contractual Status of Role:	Full time, 35 hours per week, fixed term until 31 March 2026
Salary:	£27,060.00 FTE
Job Title of Line Manager:	Regional Advocacy Manager, South Wales
Job Purpose:	To meet the HOPE project objectives by recruiting suitable volunteers within the region to deliver advocacy support at a community level and to support and oversee the establishment and running of a regional advocacy volunteer network, working closely and in collaboration with the local Age Connects and Age Cymru partners.
Main Responsibilities:	<ol style="list-style-type: none"> 1. Work with the Project Officers to identify and attend relevant networks, to build relationships and spread awareness of the HOPE project so that the service is available to those older people and carers who require an advocate's assistance. 2. Establish community links with all appropriate stakeholders to promote the HOPE Project 3. In line with local arrangements, implement a process and system for recruiting the volunteers 4. Ensure all prospective volunteers are inducted with Age Cymru and all Age Cymru and Age Connects partners and have all the relevant training required including all aspects of advocacy, safeguarding, equality and diversity and inclusion as per local arrangements. 5. Establish and implement a mentoring/buddying system for the new volunteers 6. Ensure all volunteers have appropriate Disclosure and Barring Service checks 7. To oversee the processing of volunteer expenses in line with agreed policy and procedure 8. Be the first point of contact to receive advocacy referrals for the HOPE project and match the right volunteer to the person needing the service and work closely with other members of the project team to ensure a high quality, timely and responsive service is provided to all older people and carers referred to it. 9. Publicise and promote the HOPE project through a range of methods. 10. Deliver the HOPE project to acknowledged best practice standards and quality

	<p>11. Support the development of regional reports, good practice guides, advocacy toolkits and advocacy awareness materials</p> <p>12. Promote and cascade information, including real-life examples of positive advocacy intervention through all available methods.</p> <p>13. Maintain accurate and up to date records relating to all aspects of the service in the region to provide for the effective monitoring and evaluation of the project.</p>
Person Specification	All the listed criteria are essential unless stated otherwise.
Experience	<p>The ability to demonstrate experience in:</p> <ul style="list-style-type: none"> • Working with others to deliver successful projects and services. • Recruiting, managing and working with volunteers. • Establishing and maintaining productive collaborations. • Running meetings and events. • Networking. • Negotiating at a range of levels both in and outside the organisation. • Marketing and promotion.
Knowledge	<ul style="list-style-type: none"> • Volunteer recruitment • Knowledge of local services in the public or voluntary sector • Advocacy • Diversity of the cultures, environments and communities in which older people and carers live • Issues affecting older people and carers
Skills/Ability	<ul style="list-style-type: none"> • Ability to successfully manage a team of volunteers to deliver project outcomes. • Demonstrate high calibre communication skills (verbal and written) with the ability to use these for developing partnerships, negotiating and influencing. • Think creatively and generate and develop innovation within this role • Use own initiative. • Ability to manage self and others • Ability to inspire and motivate others • Ability to oversee organisation of work from plan to execution • Make cost effective use of limited resources. • Adapt to changing circumstances, multi task and make decisions based on new priorities and demands. • Prioritise work and deal with competing or conflicting demands/needs and interests. • Promote programme aims and objectives. • IT literate including data management • Ability to speak Welsh (Desirable).
Qualifications	Experience in subject area.
Additional Circumstances	The role holder will be required to provide a car for business use and some occasional travel across Wales may be required. There may be occasional requirements to work evenings and weekends - these will be planned in advance.

Notes:

- This role description is not intended to be exhaustive in every respect, but rather to clearly define the fundamental purpose, responsibilities and dimensions for the role. Therefore, this role description does not describe any individual role holder.
- In addition to the contents of this role description, employees are expected to undertake any and all other reasonable and related tasks allocated by line management.

Role Description Agreement

Signature of Job Holder	Print Name	Date

March 2025