



Recruitment pack

VOLUNTEER COORDINATOR

Date: 1st July 2022

Fixed Term to Dec 2023

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Introduction from Julie Robinson, Chief Executive

Thank you for taking the time to consider applying for a job at Citizens Advice South Warwickshire. As part of a national network of Citizens Advice offices, we work to make society fairer by helping our clients find a way forward whatever individual problems they may be facing. We do this through our core advice services available by telephone and email, and through all of our projects which are funded by a range of local funders. We also help to champion change at a local and national government level through our research and campaigning work.

Covid 19 has created a massive upheaval in the way services are delivered in all sectors, and like every charity, we are reviewing our provision to ensure we can continue to help people even if we cannot always see them face to face. This means more work on the telephone, email and video link, and we are committed to ensuring our services are accessible and open to everyone who needs us. More and more people are facing hardship, whether that be through unemployment issues, debt and benefit challenges, housing and food and fuel poverty. This was always the case pre Pandemic, but our services are now in more demand than ever. Consequently we are looking for people who are committed to thinking creatively about how we deliver our services now, and ways in which we can do things differently. We keep our clients at the centre of our work, and you would be joining a team of highly motivated and professional advice workers dedicated to making a tangible difference to the people in South Warwickshire. More on our projects and areas of work can be found on our website ([inset link](#))

Our people

Citizens Advice South Warwickshire has a Trustee Board of twelve people who are all volunteers. Our Trustees bring a wide range of professional skills and knowledge and insight of the district to the planning of the service. The Trustees, in conjunction with the CEO, are ultimately responsible for setting the strategy and budget for the service. Day to day running and further development of the organisation is the responsibility of the CEO who, alongside a senior management team, oversees the delivery of our services.

CASW has 40 paid staff members (approx 33 FTE) and is proud to have over 40 volunteers working in various roles, with more joining our training programmes all the time. These roles include reception and administration, generalist advice, supervisors, money advice, research and campaigns work, financial capability,

money mentors, IT support and more. These volunteer roles have expanded in recent years and the service is actively developing volunteers to support its offer.

Pre Pandemic, CASW operated from two main locations, in [Leamington Spa](#) and [Stratford-upon-Avon](#) town centres. In order to reach people who find travelling around our large urban and rural catchment area difficult, we also provided outreach offices in many locations around South Warwickshire. Due to the Pandemic we shifted our support to telephone and email, and our staff and volunteer caseworkers work mainly from home currently. As we move forward, we will continue to offer a flexible approach to working, based on the needs of the projects and clients. The offices are used as admin, meeting and training hubs currently and we are actively seeking community venues to deliver advice face to face to vulnerable clients. We also offer a unique home visiting service for those who would otherwise find access difficult.

Our clients

On many indices of deprivation South Warwickshire can be defined as a low need / high income area. This masks significant pockets of deprivation, rural challenges of isolation, access to services and work, significant fuel poverty and affordability, especially in relation to housing.

The difference we make

We make an amazing difference to the lives of the people of South Warwickshire. What we do is often life-changing and sometimes life-saving. In 2020-21 we delivered our advice and advocacy to over 4,800 people and advised on over 25,000 issues.

Our funding and projects

We have a wide range of funding sources. This includes income from Warwickshire County Council, Warwick and Stratford District Councils and a number of town and parish councils. This income is awarded via direct grants and through commissioned contracts.

We have also been very successful at drawing down further income from grant and project funding bodies including: the Big Lottery Fund, Henry Smith Trust, Oken Trust, Orbit Housing, Money Advice Service and many more.

Our local research and campaigns (R&C)

The stories our clients tell us provide us with a unique insight into the problems faced by people living in South Warwickshire. We are able to spot developing trends

and this helps us to create campaigns and speak up for our clients to those in decision-making roles. By raising issues nationally we can create a public debate, change things for the better and help many more people than those that contact us.

Our R&C team are also working with clients on the co-design of our service delivery. This has helped us to understand and remove potential barriers to our service in relation to access.

I hope you decide to submit an application for this critical role with Citizens Advice South Warwickshire. The very best of luck with your application

How to Apply

Instructions

The closing date for applications is: Monday 8th August at 9am

South Warwickshire Citizens Advice interviews will draw out the skills and competencies required for each role. As part of our recruitment process for this role, we MAY ask you to undertake a Technical Test on the day of the interview, the details of which you will receive on the day. We will use the Technical Test as part of the overall scoring for the recruitment process and consider the score an integral part of our decision making.

Please complete the Application Form. Please note that when shortlisting we base our scoring and decision making on the answers you provide in the personal statement. Please take the time to ensure that you address each aspect of the Person Specification, providing examples from your working life, previous roles or volunteering experience. We do not accept CVs.

[Application form](#)

If you are unable to make an electronic application, you may submit your application on paper and post to:

Recruitment
Citizens Advice South Warwickshire
25 Meer Street
Stratford Upon Avon

Warwick
CV37 6QB

Please ensure your application arrives before the deadline.

Selection Process

After the closing date we will consider all applications carefully and invite those candidates who appear, from the information available, to be the best-suited for the post to interview.

It is important therefore that your application gives a full but concise description of the nature, extent and level of the responsibilities you have held.

If selected, details of the interview process will be sent to you by email or letter.

Data Protection

We will use your application only to inform the selection process. Your application will be kept on record for 12 months after which we will destroy it. If you are successful, it will form the basis of your personnel record with us and we will store it in a manual file. We will hold any data about you in completely secure conditions with restricted access.

We will include data that you provide on the diversity monitoring form in a general database for statistical monitoring purposes only enabling us to monitor our effectiveness of our policy on Equal Opportunities and Employment. Individuals will not be identified by name.

We shall consider that by submitting the enclosed forms you are giving your consent to the processing of your data in the ways described above.

Religious Divergence

We respect the diversity of our employees and that they come from a variety of religious backgrounds. Our policy is to respect all religious faiths and we will, where reasonably practical, be supportive when staff want to follow their regular practices connected with their religion.

Policy on employing foreign nationals

Under United Kingdom immigration rules, it is a criminal offence to employ a person who is subject to immigration control and who has not been granted leave to enter or remain in the UK, or does not have permission to remain in the UK.

Citizens Advice South Warwickshire therefore has a legal obligation to carry out document checks to ensure that you have a legal right to work in the UK. It is also a requirement that we retain copies of the relevant documents.

To avoid potential unlawful discrimination claims we will carry out appropriate checks on all candidates.

Job Description & Person Specification

Volunteer Coordinator

Salary:	Up to £26,575 (pro rata)
Hours:	22 per week
Type of contract:	Fixed term until December 2023
Responsible to:	Service Delivery Manager - Quality and Training
Employed by:	Citizens Advice South Warwickshire
Main Office:	25 Meer Street, Stratford Upon Avon, CV37 6QB & 10 Hamilton Terrace, Leamington Spa, CV32 4LY
Project Funded until:	N/A

Overall Purpose of the role

To build on the successes of our provision during the Pandemic, this pivotal role will be responsible for the selection, training and deployment of our volunteers across all service areas. A key focus will be building, maintaining and improving communication flow for volunteers within CASW.

Job Description

- Leading the recruitment, selection and induction of our volunteers, ensuring we have a sufficient supply of volunteers for our key Core Service advice streams, and that all requests for information about volunteering from the public are followed up within 3 working days. This may include giving talks and presentations about volunteering with us to local groups and organisations, as well as maintaining a recruitment schedule across the year to ensure a supply of volunteers. You will organise advertising, interviews and manage the recruitment process with the Corporate Administrator with oversight from the Service Delivery Manager. You must be comfortable with delivering this work remotely.
- Ensuring that Volunteers are located in the service, with sufficient management oversight, and receiving ongoing support from Advice Session Supervisors (ASS) as they develop their skills in role. The Volunteer Coordinator will supervise this process, ensuring that volunteers feel supported, and that best use is made of their skills and the stage they have reached in their Generalist Advisor Certificate learning.
- Working with the training team, ensure that volunteers are undertaking and are up to date with mandatory online training, including GDPR, H&S, Safeguarding, Financial Conduct Authority, Equality & Diversity and Information Assurance. In addition, you will need to ensure that every volunteer has completed the online modules for the Generalist Advisor training and explore with them taking the other online courses offered by National Citizens Advice on the Skillbook learning platform.
- Meet targets set by the senior management team to increase the number of volunteers at Citizens Advice South Warwickshire.
- Ensuring volunteers have the IT and any other equipment and support to allow them to deliver support via email and telephone whilst working remotely.
- Supporting the Service Delivery Manager and supervisors in assessing and maintaining the Quality of Advice provided by volunteers as they proceed through their training and advice work with clients. This will involve sharing feedback to volunteers and signposting to further training as required.
- With the Service Delivery Manager, you will coordinate the volunteer rota and attendance, with an emphasis on increasing retention of volunteers, and responding to increasing demand as appropriate.
- You will lead regular group sessions with volunteers which focus on learning opportunities, their volunteer experience and sharing best practice. This may include peer review sessions, and further training from the Service Delivery Manager and Advice Session Supervisors as appropriate, alongside social activities and opportunities for volunteers to spend time with one another and feel part of the wider CASW team.
- You will ensure that volunteers are supported, appraised and/or have

wellbeing checks by their manager/supervisor annually, drawing up the necessary schedules, templates and procedures.

- Respond appropriately to any safeguarding concerns, demonstrating an understanding of, and complying at all times, with CASW Safeguarding Policies.
- Address own development needs including maintaining advice work or training skills if appropriate. An advice background is not essential for this role, but you will be expected to become familiar with the learning requirements for volunteers to achieve the certification.
- Attend and contribute as appropriate to internal Management and Training meetings.
- With support, produce any statistical reports as required for the annual Impact Report, Research and Campaigns etc.
- Respect confidentiality to ensure that all staff, volunteers and clients are treated fairly to comply with Equal Opportunities Policy
- Uphold the aims, values and principles of the Citizens Advice service and ensure that the work reflects the service's Equality and Diversity Policy
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues
- Ensure good practice at all times by contributing to the learning of the team and the development of new ways of working
- Work cooperatively with colleagues and encourage good teamwork
- Maintain and develop a close liaison with relevant external agencies, and represent the service as appropriate
- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service

Person Specification

PERSON SPECIFICATION		
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	CRITERIA	Essential/ Desirable
1	Sound knowledge of current good practice of volunteer recruitment and management principles preferably gained	E

	in a third sector organisation.	
2	Excellent communication skills including experience of delivery of activities (such as induction) to groups and individuals on an in person and remote basis.	E
3	Proven ability to work well with others in a team environment, think positively and constructively and encourage team spirit and good morale.	E
4	Ability to plan and prioritise own work and to monitor and evaluate individuals progress and ensure support is in place for them.	E
5	Ability to analyse and interpret complex information and produce and present clear reports, verbally and in writing	E
6	Proven ability to meet targets balanced with an organised effective, high quality performance.	E
7	Ability and willingness to travel across sites in Leamington Spa and Stratford upon Avon to meet with trainers and volunteers as required.	E

Other benefits

We also offer a range of additional benefits:

- Flexible working arrangements
- Fees paid for membership of relevant professional bodies
- Regular professional development
- Health & Wellbeing services provided through Occupational Health
- Free eye tests and contribution towards lenses/spectacles for Computer users if appropriate

Health Clearance

Any offer of employment will be subject to satisfactory completion of a Health Questionnaire and should you disclose any health issues, then any offer of employment will be subject to a satisfactory assessment by Occupational Health. Occupational Health will identify whether there are any reasonable adjustments which can be made to support you at work.

References

All job offers are subject to receipt of satisfactory references