**INTERLINK JOB DESCRIPTION AND PERSON PROFILE**

Post title: Community Advice Coordinator - Volunteering

Hours: 37, job share considered.

Scale Point: NJC Scale Point 20 (£25,991) rising to scp 21 (£26,511) after successful completion of a probationary period.

Line Manager: Community Advice Manager

Location: Working remotely and in community venues in RCT.
Interlink has an office base in Pontypridd.

**Description of Role:** The post holder, as part of the Community Advice Team, will focus on volunteering, working closely with colleagues, members and partners to transform the on-line support volunteering and community support available within local communities including developing new on-line services and platforms including to transform the support and advice available to volunteers and community and voluntary groups in RCT through:

* Improving the provision of on-line information, advice and guidance through the Interlink website, the Third Sector Support Wales Knowledge Hub and Connect RCT Platform.
* Supporting volunteers face to face, on the phone and on-line into relevant volunteer opportunities and face to face support to community and voluntary organisations who are digitally excluded.
* Raising awareness of and promote the Connect RCT platform as the go to digital space for community and voluntary groups.
* Regularly updating information on volunteering including promoting volunteering on Connect RCT and Volunteering in Wales.
* Involving and promoting the impact of volunteers and community and volunteer groups, for example, through case studies and film.
* Coordinating local networks and events, for example, Volunteers Week and the ‘Managing Volunteers’ Network and delivering face to face and on-line training.
* Work with the Wellbeing Team to promote the volunteering offer to improve mental health and wellbeing.
* Working with Community Advice Team colleagues to promote and provide funding and peer to peer support to the Sector.
* To ensure the needs of children and young people are met, working alongside the Young People’s Participation Coordinator.
* Capturing feedback on the quality of the information and advice you support including recording the information and support you provide through the Customer Relationship Management (CRM) system and other administrative tasks.
* Working with partners to develop and sustain local activities, services and facilities.
* Representing Interlink at a local and regional level as required, for example, at local network meetings and national meetings of Third Sector Support Wales – the network of County Voluntary Councils in Wales with WCVA.
* To work on your own initiative and as part of a team.
* To work to agreed plans and meet agreed objectives and outcomes.
* To use a range of IT and software.
* To undertake learning and development and regular supervision.
* To follow Interlink policies and procedures.
* To undertake other relevant tasks relevant to the role.

The post holder will report to their line manager and oversee the effective delivery, monitoring and evaluation of programmes with the support of the Interlink Management Team.

**Person Profile:**

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| **Attributes** | **Essential** | **Desirable** |
| **Qualification and/or knowledge** | Educated to degree level or possess the equivalent experience, skills and knowledge.Recent and relevant continuing professional development. | Project management qualification i.e., PRINCE2ICT qualification Knowledge of using CRM systems |
| **Experience** | Experience of working with volunteers. Experience of working with multiple stakeholders at all levels.Experience of building trusted relationships with volunteers. Experience of effective collaborative and partnership working.Experience of facilitating workshops/ meetings for a broad range of partners.Experience of digital platforms/Excel/Word/Office365 Experience of using analytical data for planning.  | Experience of community development.Experience of managing projects.  |
| **Aptitude** | Excellent organisational skills with the ability to prioritise and manage own workload.Demonstrate a high level of digital literacy with experience of a wide range of digital applications.Excellent Interpersonal skills with the ability to communicate to a high standard both verbally and in writing at all levels.The ability to work effectively as part of a team.Demonstrate attention to detail and a commitment to a high standard of work.Self-motivated with a ‘can do’ attitude.Offer flexibility to meet the requirements of the role i.e., evening/weekend working | Ability to speak or learn Welsh.Access to a car. |

**Interlink Values and Behaviours:**

**Effective working with people, able to:**

* Listen to and communicate with a diverse range of people.
* Respect people’s personal choices and be non-judgmental.
* Deal professionally and calmly with challenging situations and individuals
* Maintain professional boundaries
* Demonstrate excellent verbal and written communication skills.

**Effective team and organisational working, able to:**

* Be positive about your role, your colleagues and the organization
* Be aware how your behaviour and attitude can impact on your performance and the performance of your colleagues
* Develop your skills and knowledge through continuous learning.
* Be flexible and adaptable to the changing needs of the organization
* To follow policies and procedures including safeguarding, confidentiality and data protection.
* Understand and articulate the connection between your performance, project outcomes and organisational performance and the future sustainability of Interlink.
* Identify and effectively manage risk and safeguarding within your area of work.
* Adhere to guidelines, rules, legal and other frameworks within which you are expected to work in line with the expectations of your role.

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| **INTERLINK RCT** |
| **VALUES AND PRINCIPLES** |
| * To work sustainably, taking into account the environmental, economic and social needs of local people and communities.
* To support all members with special consideration for the needs of smaller groups.
* To promote equal opportunities and social justice, aiming to reach those individuals and groups most in need.
* To support voluntary action, aiming to promote and facilitate the involvement of service users, carers and citizens.
* To be flexible and responsive to the changing needs members.
* To support and develop partnership working at all levels to identify, address and deliver actions that meet the needs of local communities.
* To work with others using asset based, community development and coproductive approaches
* To enhance and not compete with the work of member organisations.
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| **OUR 20:20 VISION** |
| Volunteering, community involvement and action lead to connected and resilient communities, where people are treated fairly, have good health, and have the resources they need**.** |
| **OUR MISSION**  |
| * To listen to and support the development of communities to be better connected and more resilient.
* To build on individual and community strengths through volunteering, community involvement and action.
* To work with others to improve wellbeing, tackle poverty and reduce inequality.
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| Interlink as a County Voluntary Council is a member of Third Sector Support Wales who provide services across Wales based on supporting the following four pillars: * Volunteering
* Good governance
* Thriving and sustainable third sector
* Influencing and strategic engagement
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