



Job Description

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| Job title: | Volunteer and Involvement Lead |
| Department: | Client Services |
| Reporting to: | Head of Quality and Member Services |
| Salary: | £32,220 (£35,241 FTE) per year |
| Hours: | 35 per week |
| Location: | Based in Skylight Newcastle |
| Contract type: | Permanent |

Core purpose of the role

- Client Services at Crisis seek to work alongside people experiencing homelessness to enable each individual to receive the support they need to end their homelessness.
- As a Volunteer and Involvement Lead, you will ensure that Volunteers and Crisis members will play an effective and impactful role in supporting us to prevent and end homelessness.
- The key to success will be your ability, to collaborate constructively and effectively as part of the Crisis team.

Aim and influence

- Ensure the efficient running of all volunteering activities delivered through the Skylight. This will include volunteering opportunities for both the general public and Skylight members, including leading the delivery of the local Crisis at Christmas service and other opportunities with other teams within Crisis.
- Work with the Head of Volunteering to ensure the use of best practice in all aspects of volunteering across Crisis.
- To act as the point of contact within the Skylight for the Crisis central Member Involvement Team and together with colleagues create and coordinate opportunities for members to be involved in the design and delivery of Crisis services.



- Develop and manage Crisis events, with the support of the Events Coordinator, across the geographical area covered by the Skylight, including Christmas related events, partner events, Member and Fundraising events (with support from the local Fundraising Lead).

Financial and supervisory responsibility

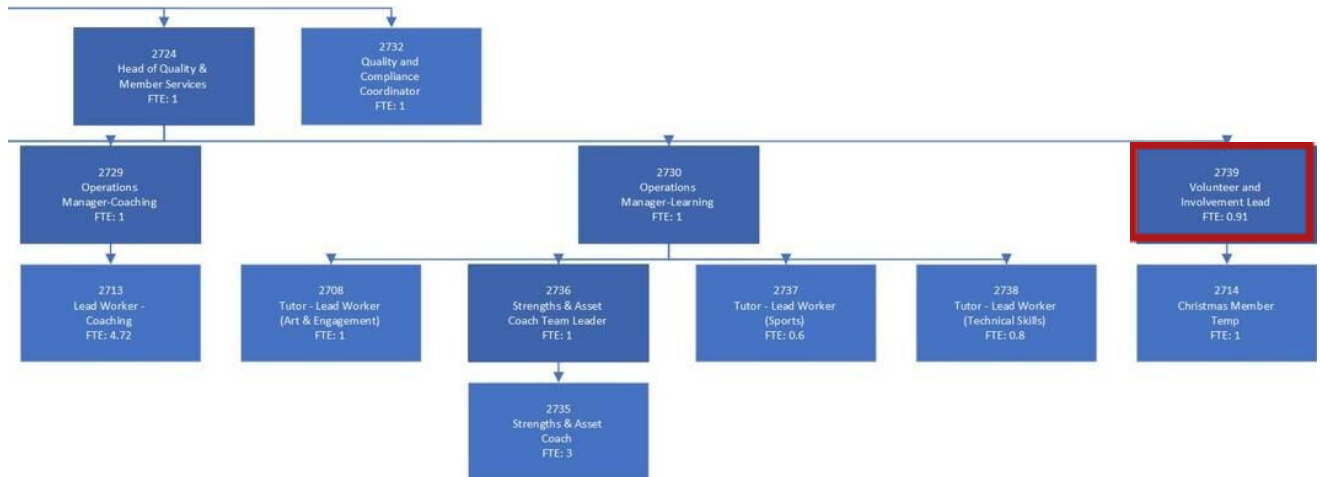
- Line Management as identified in the Organisational Structure set out below
- Support the recruitment, induction coordinating and supervising a team of volunteers
- To assist in the development of annual budgets and monitor own budget.
- Managing petty cash, credit card transactions and purchasing.
- Adhere to Crisis' financial policies and procedures.

Other key details

- 35 hours per week over 5 days. Some evening and weekend work may be required
- Satisfactory enhanced disclosure from the Disclosure and Barring Service is required for this role. The Skylight works with young people aged 16 and 17 and so the check will also establish the successful applicant's suitability to work with children as well as vulnerable adults.
- Willing and able to travel across the geographical area covered by the Skylight and the UK for training and meetings.
- Where the Skylight operates on an outreach basis and whilst this role will be primarily based in our office, you will be required to travel to partner venues as required.



Organisational chart



Please note structure is subject to change

Job responsibilities

Coordinating volunteer recruitment and inductions:

- Using the Crisis Volunteer Management System to ensure a consistent approach to recruitment
- Coordinating and administering volunteer applications, liaising with candidates and staff, facilitating interviews etc.
- Monitoring, evaluating, and developing recruitment channels, activities and systems to include ensuring that recruitment supports diversity of volunteers
- Coordinating and administering DBS checks where necessary and following up volunteer references
- Ensuring that all new volunteers are effectively prepared for their volunteering including delivering a comprehensive induction, and relevant training (both on-line and in person).



Volunteer communications

- Using the Crisis Volunteer Management System to manage volunteer enquiries, including acting as the first point of contact for all prospective volunteers
- Ensure a high standard of customer service and positive experience for volunteer enquirers and applicants
- Ensure regular communication with volunteers through initiatives such as newsletters
- Engage with national initiatives such as Volunteers Week as a way of recognising and celebrating volunteers for their contribution and celebrating the positive impact volunteering has

Volunteer management and support

- Assisting volunteers with volunteer management procedures for example claiming back expenses
- Organising opportunities for volunteers to come together, share experiences and feedback on their experience, for instance facilitating volunteer focus group
- Supporting with the development and delivery of initiatives to recognise the contribution of volunteers, including volunteer thank you events
- Supporting with the development and leading locally on the administration of Crisis systems (including the Volunteer Management System) to enable effective monitoring and evaluation of volunteering.
- Assisting with the development and administration of systems to measure the impact of volunteering at Crisis, for example collecting data on volunteers hours
- Supervise volunteers in the Volunteer team as and when necessary

Support, training and guidance to staff managing volunteers

- Develop (in conjunction with the Crisis volunteering team) and deliver training for Crisis Skylight staff who will manage and support volunteers
- Work closely with staff to ensure that the correct procedures and policies in volunteering management and support are followed

- Be a source of expertise and advice for Skylight staff to develop good practice in working with volunteers including creating worthwhile volunteer placements, support, supervision and recognition of volunteers
- Work closely with the Progression Manager to ensure member volunteers have any additional support and development needs met through their assigned coach
- Disseminate good practice guidance in volunteering via Connect, meetings, workgroups etc.

Developing volunteering initiatives at Crisis

- Develop local volunteering strategies for the Crisis Skylight, in conjunction with the central Crisis volunteering team and the local team, applying the optimal volunteer roles to support the Skylight's work in the areas of direct services to members, raising our profile and promoting our services in the local community, campaigning and supporting Crisis through fundraising activities and social enterprises
- Support the development of role descriptions for new volunteering opportunities in partnership with relevant Crisis staff locally and nationally
- Identify opportunities for volunteering in the local community, to support members' journeys out of homelessness. Develop and maintain an up to date resource bank of opportunities, referral and application routes and contact details – designed to maximise access for coaches and tutors supporting and advising Crisis members

Member Involvement

- In line with the Member Involvement strategy, develop suitable opportunities and activities within the Skylight including a member action group.
- Support members to access national initiatives
- Develop and manage a member action group within the Skylight
- Actively encourage co-production within other aspects of your role and the wider Skylight

General responsibilities

- Pro-actively seek out opportunities to promote and support member involvement within Crisis
- Develop and maintain an understanding of Crisis' work and the needs and circumstances of people facing homelessness
- Comply with Crisis policies and procedures, including Health and Safety policies, for which all employees owe a duty of care both to themselves and others, in accordance with the Health and Safety at Work Act.
- Comply with all Crisis policies and procedures insofar as they relate to the provision of services, including Safeguarding and Equality, Diversity & Inclusion
- Deliver services that are person-centred, sensitive and responsive to the diverse needs of Crisis Members
- Supervise, guide or direct Volunteers where necessary
- Work collaboratively across departments to support Crisis' mission to end homelessness
- Flexibility to cover other roles of comparable level to maintain and adapt service delivery where required
- Commitment to the utilisation of Crisis' chosen IT Systems
- Competent in the use of laptops, desktop PC's and headsets
- Competent in the use of Microsoft applications i.e.: MS Outlook, MS Teams, MS Word and MS PowerPoint along with the use of online applications, for example Zoom and web browsers - Google Chrome or Microsoft Edge
- Understand and promote the importance of evidencing our impact in preventing and ending homelessness and evidence the barriers faced by members to directly inform our Policy and Campaigns strategies. Through the use of the Crisis Member Achievement and Progression System (MAPS) and case management standards/matrix
- To contribute directly to the delivery of an effective and impactful Crisis at Christmas. Which will include an expectation to work at times over Christmas public holidays in return for time of in lieu (TOIL).



- Carry out any other duties reasonably associated with your role

Person Specification

Essential

1. Demonstrable experience of volunteer management best practice, including developing and supporting a wide range of volunteering opportunities and an understanding of volunteers' motivations and the benefits they bring to Crisis
2. Experience of creating and building successful relationships with people with lived experience of homelessness, colleagues, volunteers, and external partners and confident in providing advice and guidance to others around policy, procedure and good practice
3. Experience of developing and delivering a variety of training to small and large groups
4. Demonstrable experience of working successfully as part of a cross-disciplinary team, whilst also being able to work on own initiative
5. IT literate and able to maintain and develop effective administration and information management systems
6. Strong organisational skills with significant experience of successfully developing, managing and deliver projects
7. Experience of working with socially excluded and/or vulnerable people and knowledge of how volunteering can bring about positive change
8. Demonstrable commitment to the value of engaging members in the volunteering programme and understanding of the positive impact it can have for them, Crisis, and the wider community
9. Demonstrable commitment to recognising the potential in all volunteers and understanding the importance of diversity in volunteering
10. Knowledge of safeguarding and commitment to act in compliance with safeguarding policy and procedures
11. Commitment to Crisis' purpose and values
12. Commitment to equality, diversity and inclusion





Supporting your application

Thank you for your interest in working for Crisis.

Before you apply, please take a moment to read through the frequently asked questions below which are designed to support your application and help you understand our recruitment processes.

The person specification requires a qualification or experience that I do not have. Is it still worth me applying?

The person specification has the key knowledge, skills, experience or behaviours needed to carry out the job successfully and you will be scored based on any information you provide. If you don't quite meet the criteria, for example if you have an understanding of something rather than experience of doing it yourself, you may still pick up points for explaining your understanding or how you might approach it. However, some of the person specification points, for example specific qualifications, are critical to the role so if you don't meet those requirements, you are unlikely to be shortlisted.

Can I apply by sending my CV?

Occasionally we accept CVs and a covering letter but only if this is requested in the advert for the post. We don't accept speculative applications or hold CVs on file.

What should I do if I can't complete an online application?

If you would like to apply in a different format, for example in a Word document, because you are unable to use the online process, please contact the Recruitment Team jobs@crisis.org.uk It is helpful if you provide details of your requirements or suggestions about how we might best support you to apply so that we're able to consider alternatives.

How can I maximise my chance of being shortlisted?

It is important that you complete all sections of the online application form to ensure that the recruiting panel understand your interests, skills, behaviours, knowledge and experience.

Shortlisting is mostly based on the information you provide in the assessment form section.

A strong application will also be in line with the [Crisis Values](#) that you can find on our website.

Please note! If you don't provide full responses against the person specification points, the panel won't be able to score your application fully and it will be unlikely there is enough information for you to be shortlisted.

How quickly will I know if I have been shortlisted?

Every recruitment campaign will be different depending on how quickly the shortlisting panel can review applications but if you have not been shortlisted, you will receive an email from us confirming that.

Does Crisis use Artificial Intelligence (AI) technology for shortlisting?

Crisis does not use AI technology for shortlisting applications or throughout our recruitment process.

Can I use Artificial Intelligence (AI) technology for my application?

We strongly discourage applicants from using AI technology at any stage of the recruitment process. This is so we can run a fair, transparent process which gives all applicants an equitable chance of success. We want to hear about your own experience and perspectives in your application and if shortlisted, during the interview too.

If I am not shortlisted, can I get feedback on my application?

Unfortunately, we are not able to offer feedback on your application if you are not shortlisted for interview.

Can I get feedback after my interview?

We appreciate that information about where you did well or less well can be useful, so if you are not successful following interview we are able to provide feedback.

Will you notify me of future vacancies?

Once you have registered via Crisis Jobs Online, you can sign up to receive notifications of new vacancies based on the criteria you select. We also recommend that you check our website regularly for details of new vacancies.

I recently applied for a role and was not successful, but have seen the role re-advertised. Is it worth me applying again?





If the gap between advertising has been short, we would normally advise that candidates need not apply again, unless you have re-written and enhanced your application. Some examples might be that you have strengthened your examples using the STAR technique above.

Crisis Jobs Online

I have typed my personal statement answers into the online form, but it won't let me save them. What should I do?

There is a word limit of 400 per answer so it could be that you have exceeded the limit and that is what is preventing you from saving your work.

I filled in the personal statement section and tried to save it/submit it. However, it wouldn't do this and my information was lost. Is there any way to retrieve it?

You are encouraged to record your answers in a Word document first before copying and pasting your answers into the online application form, using the keyboard shortcuts Ctrl + C to copy and Ctrl + V to paste. The application form has a strict time out limit and so if you take longer than that limit you will lose your work and we are unfortunately not able to retrieve it.

Where can I get help?

If your query has not been answered above, you can contact the Recruitment Team jobs@crisis.org.uk for support.

