

Job title	Volunteer Officer
Accountable to:	Operations Manager
Location	Guildford
Salary	£ 26,000 per annum

Main purpose of the role

To recruit, support, coordinate and liaise with volunteers and voluntary networks. To support and coordinate volunteers and networks to gather views, undertake projects, help with research, visit services and listen to individuals, groups and organisations.

TASKS

1. To successfully deliver the Healthwatch Surrey volunteer strategy.
2. To establish, support and grow local area volunteer groups as depicted by the volunteer strategy.
3. To recruit new volunteers both to local groups and core activities.
4. To monitor and oversee the training requirements of the volunteers and arrange the necessary training when needed.
5. To be the main point of contact for volunteers and maintain an accurate volunteer database.
6. To co-ordinate and carry out the associated administration required for liaising with our growing group of volunteers including; recruitment activity, processing expense claims, arranging DBS checks, checking references, event organisation.
7. To ensure Healthwatch Surrey's volunteering policies are complete and up to date.
8. To ensure that two-way communication works well between the Healthwatch Surrey staff team and volunteers; to advocate within the staff team for volunteering.
9. To work with the communications team to support the external promotion of the volunteering programme and activities.
10. To build and nurture relationships with a range of key external stakeholders, including one Clinical Commissioning Group.
11. To facilitate volunteer involvement in projects, meetings, engagement and Healthwatch Surrey awareness raising activity.
12. To develop a program to ensure our existing volunteers feel rewarded and motivated.

CONDITIONS

Carry out other such duties as may be required by the Chief Executive which are consistent with the duties and responsibilities of the post. The other conditions of service and other current procedural agreements will be enclosed with the post-holders Contract of Employment.