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**Job Description and Person Specification**

**POST TITLE: Volunteering and Community Engagement Worker (Communities Team)**

**RESPONSIBLE TO:** Dundee Volunteer and Voluntary Action (DVVA) Communities Manager through the Volunteering and Engagement Coordinator

**DURATION:** Permanent, subject to an initial 6 months probationary period

**HOURS:** 35 hours per week, to be worked in accordance with DVVA Conditions of Service

**SALARY:** Grade 3 – £21,757 – £24,174

**PURPOSE OF POST**

The aim of the Volunteering and Community Engagement Worker is to work with Dundee communities, promoting and encouraging volunteering, and providing support to groups and organisations to improve health and wellbeing and facilitate positive change across communities. This role contributes to establishing a more resilient and sustainable Third Sector in Dundee through the provision of organisational guidance and advice on a range of topics, training opportunities and evidence-based interventions.

The role involves understanding the local landscape and engaging with communities to asses needs and identify gaps in service provision, assisting in the development of sustainable initiatives together with local partners. This will be done in a way that seeks to achieve the overall aims of the Health and Social Care Partnership, responds to the key issues identified by communities, local partners and supports local and national agreed priorities. The successful candidate will proactively and innovatively promote the benefits of volunteering and help individuals find their way into volunteering opportunities following a supportive process.

**MAIN WORKING CONTACTS**

Internal: Volunteering and Engagement Coordinator; Communities Team Coordinators and Manager; Communities Team colleagues; DVVA colleagues; volunteers.

External: Staff and volunteers of Third Sector organisations; Third Sector Interface colleagues; Dundee City Council and NHS Tayside partners; members of the community.

**KEY DUTIES**

**Volunteering**

* Provide one-to-one or group support in relation to volunteer enquiries
* Develop resources that are up to date and engaging for the target Adult audience
* Identify barriers to volunteering and identify strategies to overcome these
* Promote volunteering and the benefits to individuals and groups by a variety of means, including community events, online sessions or delivering information sessions
* Create positive working relationships with organisations where there is potential for people to gain new skills, lead to employment and give back to the community

**Community engagement**

* Develop effective working relationships with community workers, key organisations and communities to promote involvement and coordinated models of working across Dundee
* Engage with communities and key partners through consultations, and awareness, learning and training events
* Liaise with communities and partners to assess needs, including issues identified by community planning partners, and support them in taking collective action

**Organisational Development and Capacity Building**

* Provide opportunities for communities to develop their own capacity and enable

them to create positive and sustainable change, based on models of good practice and coproduction

* In coproduction with communities and key partners, develop and support new areas of work and/or opportunities, leading to enhanced service provision
* Contribute to the development and delivery of networking, learning and development opportunities to help organisations and groups adhere to good practice standards
* Contribute to the delivery of opportunities for networking and shared-learning
* Provide guidance and adviceon best practice and funding opportunities

# Contribute to the development, delivery and evaluation of DVVA’s Communities Team work

# Identify and report issues and “knowledge gaps” amongst volunteers and/or volunteer involving organisations

# Undertake monitoring requirements, report against outcomes and provide project/ service updates as required

# Collaborate with colleagues from the Communities Team to contribute to project/ service developments and meet shared outcomes

**GENERAL DUTIES**

* Be committed to and promote the work of DVVA and Dundee’s Third Sector Interface (TSI). Practice and promote team and partnership working
* Work in accordance with DVVA’s policies and procedures
* Identify any areas of risk and advise on improvements
* Undertake personal and professional development as required by the role

The job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties as it is recognised that jobs change over time. Should the duties change radically then the post and grading will be reviewed.

# CONDITIONS OF SERVICE

* These are set out in the DVVA staff handbook.
* All staff meeting the qualifying criteria may join a defined contribution pension scheme provided by TPT Retirement Solutions.
* The organisation has an equal opportunities policy and seeks to be an equal opportunities employer.

**ANNUAL LEAVE:** 21 days per annum on appointment increasing each year by 1 day to a maximum of 25 days, plus 6 public holidays, plus 5 days Christmas closedown.

**LOCATION:** DVVA currently operates on a hybrid working model which adopts a blended approach between our main office and home. Our main office is based in Dundee city centre and we have a community location in Lochee and Whitfield.

**Person Specification**

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|  | **Essential**  | **Desirable**  |
| Professional/Educational Qualifications |  |  |
| Qualified to degree level or minimum 3 years practical relevant experience | X |  |
| CLD Qualification |  | X |
| **Knowledge and Experience** |  |  |
| Experience of work within the Third Sector | X |  |
| Local priorities and issues faced by communities/ individuals  | X |  |
| Establishing and maintaining effective working relationships | X |  |
| Community engagement and development | X |  |
| Social inclusion and equality | X |  |
| Planning, target setting, monitoring and evaluation | X |  |
| Development work with voluntary and community groups | X |  |
| Cross-sector collaboration | X |  |
| People-led and asset-based approach | X |  |
| Creation, delivery/facilitation and evaluation of awareness/information/training sessions |  | X |
| Evaluating and informing practice  |  | X |
| Skills and abilities |  |  |
| Excellent communication skills, both oral and written | X |  |
| Excellent organisational skills with the ability to handle multiple tasks simultaneously | X |  |
| Strong interpersonal skills, with the ability to manage internal and external relationships effectively | X |  |
| Advanced IT skills, including in the use of Microsoft Office | X |  |
| Networking and partnership work | X |  |
| Ability to engage with a wide range of stakeholders | X |  |
| Ability to identify needs of specific groups | X |  |
| Ability to work within a team as well as on own initiative | X |  |
| Ability to organise and manage resources  | X |  |
| Ability to research, identify and develop volunteering opportunities | X |  |
| Personal Qualities |  |  |
| Self-motivated, enthusiastic and committed | X |  |
| Highly innovative and experienced in designing new systems and processes |  | X |
| Flexible approach with an ability to meet deadlines | X |  |
| Open-minded, creative and innovative | X |  |
| Additional Job-Related requirements |  |  |
| Satisfactory PVG check  | X |  |
| Flexible working which may include evening and occasional weekend work | X |  |
| Driving Licence and access to a car |  | X |