



Role title	Volunteering and Community Officer	Directorate	Stroke Support
Location	Nottingham Office covering Nottinghamshire, Derbyshire, and Lincolnshire (Home based Considered)	Accountable to	Volunteering and Community Manager
Travel requirement	Frequent	Accountable for	Volunteers and groups within their areas of responsibility
DBS check	Yes	Core Role Anchor Level	Deliver

Hours	25	Grade	D	Salary	Circa £16,500 per annum
Contract type			Permanent		

Stroke Association. Rebuilding lives after stroke.

When stroke strikes, part of your brain shuts down. And so does a part of you. That's because a stroke happens in the brain, the control centre for who we are and what we can do. It happens every five minutes in the UK and changes lives instantly. Recovery is tough, but with the right specialist support and a ton of courage and determination, the brain can adapt. Our specialist support, research and campaigning are only possible with the courage and determination of the stroke community.

We believe everyone deserves to live the best life they can after stroke. And it's a team effort to get there.

We provide specialist support, fund critical research and campaign to make sure people affected by stroke get the very best care and support to rebuild their lives.

Every five minutes, stroke destroys lives. Help us rebuild them and join our team.

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Directorate

Our Stroke Support Directorate is responsible for the effective delivery of high quality commissioned and non-commissioned support to stroke survivors and carers. We provide a range of support for people from the early days after stroke throughout their recovery and into the longer term, working closely with our network of volunteers, stroke clubs and groups.

Our support services provide a local presence for the charity enabling a far reaching impact through the delivery of other organisational activities such as awareness campaigns. Support for fundraising activity within the zone is an important part of this role.

Join us and help to achieve a world free of stroke.

Purpose of role

The Stroke Association is finalising a new strategy with three overarching goals: make stroke the priority it needs to be; ensure that everyone affected by stroke has access to the rehabilitation and lifelong support they need; partner with people and communities to help them take action on stroke.

The Volunteering and Community Officer will be responsible for growing and sustaining our community volunteering footprint for the benefit of people affected by stroke working with the Head of Volunteering and Community, Volunteering and Community Manager and Stroke Support teams and providing support and links with the relevant internal and external stakeholders.

The job holder will provide a strong link with and support to local Stroke Ambassadors, Stroke Association Voluntary Groups & Affiliated Independent Stroke Clubs across their zone/country.

They will deliver organisational programmes and help to build and report upon a network of local stroke communities by providing local support, regular communications and ensuring national frameworks are embedded.

Key responsibilities of role

Responsibility areas	Performance Indicators	Key Competencies
Implement volunteering, community activity and user engagement plans as agreed with relevant teams	<ul style="list-style-type: none"> Examples of communications, plans, engagement and feedback from volunteer audience 	Communication and Collaboration
Recruit, manage and provide ongoing support to volunteers in the local area ensuring relevant activity is recorded on CRM	<ul style="list-style-type: none"> Examples of Communications, Regional Development and Meeting Actions Data quality 	Communication and Collaboration Customer focus Leadership
Grow our community network by identifying new roles and opportunities; recruiting and supporting new volunteers as agreed in the development plan	<ul style="list-style-type: none"> Opportunities identified and acted upon, new volunteers recruited and supported 	Business Acumen Leadership
Support the relationship between the area/zone and our Voluntary Groups, ensuring effective communication, guidance and support in line with the Voluntary Groups framework	<ul style="list-style-type: none"> Actions and Implementation 	Customer focus, Communication and Collaboration
Plan, facilitate/deliver and promote quality volunteer training, networking and events (e.g. celebration events and conferences) as agreed	<ul style="list-style-type: none"> Training plans, attendance numbers Agenda quality and feedback 	Communication and Collaboration, Improvement and innovation
Support the implementation of agreed projects, promote at a local level, encouraging and support the involvement of volunteers, voluntary group members and Stroke Ambassadors	<ul style="list-style-type: none"> Actions and Implementations CRM data 	Communication and Collaboration
Deliver prevention, awareness, campaigning and Fundraising activity providing local support and	<ul style="list-style-type: none"> Actions and Implementation Reach – beneficiaries 	Communication and Collaboration

encouragement to volunteers, voluntary groups and ambassadors	<ul style="list-style-type: none"> • CRM data 	
Development of new groups in areas as agreed with the senior management and in line with the strategy and local business plan	<ul style="list-style-type: none"> • Actions and Implementation • Regional growth in activity 	Communication and Collaboration Customer focus
Ensure local information, on groups, clubs and other associated community development is captured through data monitoring, reporting and updating of CRM and other mediums as required	<ul style="list-style-type: none"> • CRM reports • VG Framework • VG finance reports 	Improvement and innovation Communication and Collaboration
Collect local case studies (volunteers, voluntary group members, people affected by stroke) and share with local Public Relations officer, national V&CP team or use to produce content for social media	<ul style="list-style-type: none"> • Activity on social media accounts • Communication plans 	Improvement and innovation, Communicating and Collaboration.
Implement volunteering, community activity and user engagement plans as agreed with relevant teams	<ul style="list-style-type: none"> • Examples of communications, plans, engagement and feedback from volunteer audience 	Communication and Collaboration

Mandatory responsibilities of role

To undertake any other duties commensurate with the purpose and remit of the post.

Responsibility areas	Performance Indicators	Key Competencies
To ensure that you manage and develop your own and your teams own performance.	<ul style="list-style-type: none"> • Performance and Development Reviews are completed • Mandatory training. • Gives and responds to feedback appropriately • Engages fully with P&DR process 	Improvement and Innovation Communication and Collaboration Improvement and Innovation
To follow the Stroke Association's policies and procedure.	<ul style="list-style-type: none"> • Familiar with competency framework including values, mission and vision. • Accessed and read the Staff Handbook and any relevant policies and procedures to your role. • Willing to travel during the course of your duties with possible overnight stays away from home. 	Change Readiness Business Acumen
To contribute to any project work as required.	<ul style="list-style-type: none"> • Deadlines are met and quality of work is met. • Encourages people to support the Stroke Association. • Participates in fundraising for the Stroke Association. 	Communication and Collaboration Business Acumen Improvement and Innovation

Person specification

Education	Essential/ Desirable
Good level of education to degree level or equivalent, or have demonstrable equivalent professional experience.	Essential
Willingness to undertake training and continuing professional development	Essential
Experience	
Experience of working as part of a diverse team	Essential
Evidence of providing an administration support function in planning and preparing successful event and volunteer engagement delivery	Desirable
Experience of supporting or managing volunteers	Essential
Demonstrable understanding and experience of health and safety compliance within volunteering or community groups	Desirable
Understanding of community development and how to build and use effective networks	Desirable
Skills and abilities	
Ability to quickly and easily assimilate and understand a range of information, presented in a range of formats	Essential
Excellent communication and interpersonal skills with the ability to interact successfully with a diverse range of employees, volunteers and stakeholders	Essential
Ability to understand and apply a values based approach and motivate and enthuse others	Essential
Ability to promote the Association in a professional manner at all times	Essential
Ability to work with and maintain relationships with people at all levels both within the region and across the Association as appropriate	Essential

Ability to work with a minimum of supervision and autonomy but have an awareness of when to share problems and seek advice	Essential
Ability to prepare clear and accurate data and concise reports within agreed timelines	Essential
Ability to manage own time and where appropriate the time of others effectively	Essential
Ability to use a range of IT products including Microsoft Office and database systems	Essential
Ability to use social media as a vehicle through which to promote and engage our stroke community and the ability to inspire others to do same	Desirable
Other requirements	
Ability to demonstrate an understanding and commitment to our corporate values	Essential
To be committed to the principles of equal opportunities and diversity and the needs of the communities served	Essential
To have empathy and an understanding of stroke and its effects	Essential
Knowledge of the NHS, Social Services and the voluntary sector	Desirable
A working knowledge of Health and Safety, Information Governance, Safeguarding and other statutory requirements as it applies to the role or willingness to learn and apply them	Essential
To undertake a DBS, Access NI or PVG as/when required	Essential
A working knowledge of Health and Safety, Information Governance, Safeguarding and other statutory requirements as it applies to the role or willingness to learn and apply them	Essential
Prepared to adopt a flexible approach to working patterns and arrangements	Essential
Car owner/driver willing to travel across the area/zone as required	Essential

This information will be used as part of the shortlisting process.

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