

Volunteers are an essential part of the Stroke Association team and have an enormous impact on what we are able to achieve and the range of services and support we are able to provide. We are committed to providing the best volunteering experience that we can for our volunteers. Our volunteering support officers help to coordinate and support our volunteers in one of our services, in a local group or a given geographical area.

What the role involves:

Our volunteering support officers can potentially undertake a diverse range of duties depending on the particular needs of their local area. This might include one or more of the following tasks depending on where your interests and expertise lies:

- Helping to recruit volunteers and promote new opportunities.
- Being a first point of contact for volunteer enquiries and helping to process volunteer applications. This could include inputting data onto Volunteer CRM and supporting volunteer interviews.
- Being prepared to talk about your volunteering role at volunteer inductions and other meetings, events and training sessions.
- Delivering a range of induction and training sessions to other volunteers.
- Providing ongoing support to volunteers by acting as a point of contact.
- Where needed organise and run regular support meetings with volunteers either on a 1:1 basis or in a group.

Who the role might suit:

- To be an effective volunteering support officer you need some previous experience of managing and supporting people either in a paid role or a voluntary capacity.
- Volunteering support officers play a key role in supporting volunteering. You need to be someone who is willing and able to commit on a longer term basis to this role.
- In this role you are likely to be helping to support other volunteers so you need to be confident in dealing with people in a calm and supportive manner.
- If you are someone who is self-motivated, well organised and able to work without constant supervision then this might be a good role for you.
- You will be comfortable using computers and a range of standard software packages eg: Skype, Outlook, Word, Excel etc

What the role can offer you personally:

- Being a volunteering support officer means you gain direct, practical experience of working with, managing and supporting other volunteers.
- A volunteering support officer is also likely to gain an in-depth, extensive understanding of volunteering and the voluntary sector.
- The role offers an opportunity to learn new skills and enhance your CV and employability with a well-respected charity.
- Our volunteering support officers tell us that they really enjoy the level of responsibility that this role gives them.

Training for this role:

We provide all of our volunteering support officers with training so they feel confident in the role and give the best possible support to stroke survivors.

Mandatory training that you need to undertake for this role is:

- The Stroke Association Volunteer Induction (a one day face-to-face course).
- Introduction to Volunteer Management training (a two-day face-to-face course).

Additional learning opportunities are available to develop your skills and experience:

- Supporting People with Aphasia.
- The GDPR Module (on STAR – approximately one hour).

We also offer ongoing support and expenses where appropriate.

Where and when you would volunteer:

These details would be agreed with a staff member in one of our local teams. We endeavour to find our volunteers roles in their local areas that suit the time commitments they have available.

A Disclosure and Barring Service (DBS) check at an enhanced or standard level may be required for this role, or a PVG or Access NI check in the appropriate countries.

Our vision is for there to be fewer strokes, and for people affected by stroke to get the help they need to live the best life they can.

Our core purpose is to be the trusted voice of stroke survivors and their families. We want to drive better outcomes in stroke prevention, treatment and lifelong support for everyone affected by stroke.

**Volunteer and
make a difference.**

Find out more about stroke, what we do and how you can help:
stroke.org.uk or call our
Stroke Helpline: **0303 3033 100.**