

# Volunteer Engagement and Outreach Officer

**Employer:** Fingal Volunteer Centre

**Reporting to:** Centre Manager

**Location:** Blended

## **Purpose**

- To engage with Organisations, Volunteers and people interested in volunteering in order to support the development of meaningful volunteering across Fingal.
- To maintain the volunteers and opportunities database.
- To identify suitable programs for the centre and work with the team to setup and deliver those programs.

## **1. Key Tasks:**

### **Volunteer support**

- Maintain an up-to-date volunteer and opportunity database using CRM software (I-VOL/Salesforce training provided) to accurately record volunteer information and opportunities.
- Improve volunteer registration processes for effective placement.
- Promote volunteering to diverse groups and under-represented cohorts by encouraging County Fingal residents to register and volunteer through I-VOL.
- Assist volunteers in finding and securing meaningful opportunities, including follow-up communications and tracking.
- Plan and deliver activities and events recognizing volunteers.
- Develop systems to evaluate volunteer experiences.
- Onboard, induct, and support volunteers assisting our organisation directly.

### **Organisations' support**

- Manage VIO (Volunteers Involving Organisations) to register, develop role descriptions, post volunteer opportunities on i-vol and follow up on applications.
- Implement quality checks for data accuracy.
- Communicate regularly with VIOs via various channels.
- Provide tailored support to VIOs for best practice in volunteer management.
- Organise networking activities and training sessions for VIOs
- Deliver workshops and information sessions virtually or in person as required
- Develop and distribute training materials based on VIOs needs.
- Support VIOs in policy development and volunteer onboarding and management, including supporting them to develop their own volunteer training programs.

### **Technologies and Communication**

- Provide leadership and guidance on the use of technology in the Centre and user-led service development, applying design thinking principles.
- Support the team with the Centre 's communication strategy and assist in the promotion of volunteering across Fingal.
- Support the Centre and the Team embracing new tools, social media platforms and trends.

- Create content that supports Fingal Volunteer Centre's service to organisation – physical assets, email templates, posts for social media.
- Advertise training and events on the website, social media and other fora; manage queries, bookings and logistics and collect feedback.
- Explore and pursue further promotional activities.
- Assist the Manager in the organisation and implementation of public relations campaigns including volunteer events and initiatives.

### **Support the Activities of the Centre**

- Work directly with volunteers who assist the centre in its mission, recruit and mentor them.
- Develop and deliver an outreach service to both promote the service of the Volunteer Centre and recruit new volunteers and volunteer involving organisations (VIO).
- Represent the Centre at community events and meetings relevant to the Volunteer Sector.
- Actively participate in peer learning and development within the Centre.
- Collaborate with the team to enhance Centre's services and achieve workplan targets.
- Lead or engage in specific projects that advance the Centre's strategic objectives.
- Assist colleagues during periods of increased workload, emergencies, or team member absences, including organising and managing Community Volunteer events.
- Make recommendations for future workplans, strategies, and continuous quality improvement within the Quality Standards Framework.
- Ensure compliance with GDPR, data protection policies, and all operational procedures.
- Perform additional duties as requested, which may include but not limited to involvement in strategic planning, quality control processes, marketing, communication events, and research.

### **Work with Volunteer Ireland and the network of Volunteer Centres (in Dublin and across Ireland).**

- Participate in training, committees and events organised by and for the network, as appropriate.
- Seek opportunities to work collaboratively with the other Dublin Centre on innovative projects to minimise costs / increase impact.

### **Other Duties**

- Carry out administrative duties (including reception duties) as directed by the Manager.
- Assist the Manager in ensuring Volunteer Centre Quality Standards are adhered to.
- Assist the Manager and the Board of Trustees to carry out activities to fulfil the organisation's Strategic Plans.
- Gather metrics and track the efficacy of the Centre's work by compiling data for the Board Report, Annual Report, and other monitoring and evaluation tools.
- Carry out such other duties which do not change the nature of the post, as may be determined by the Fingal Volunteer Centre Manager/Board of Trustees.

The above job description is not intended to be a comprehensive list of all duties involved and the post holder may be required to perform other duties as appropriate to the post. These would be discussed in detail with your line manager as they arise.

## 2. Person Specification

We are looking for a digitally savvy individual who can work as a team and on own initiative. You understand how good data and processes contribute to effective service delivery. Volunteer Centres are required to be agile and flexible, adapting to evolving service's needs.

You are resilient, able to problem-solve and can quickly adapt to a changing environment and a variety of audiences.

You are passionate about how volunteering add value to people's life and effects positive social change.

### Essential

- Full clean driving licence and use of own car. Must be able to travel to any location across Fingal to participate to events, meet with volunteers, organisations....
- Be IT savvy, confident to embrace new technologies and be able to navigate Social Medias
- Enterprising, innovative, can-do attitude with ability to work on own initiative and as part of a team
- Excellent communication skills, in writing and oral. This includes being comfortable to speak in front of an audience
- Experience of building, managing and nurturing partnerships and relationships.
- Ability to manage self, manage multiple projects and work in a fast-paced environment.
- Self-motivated, enthusiastic and driven
- Flexibility, enthusiasm, commitment and an open mind

### Desired, non-essential

- Experience of interacting with a volunteer-involving organisation as a user and/or as a volunteer
- Familiarity with the issues relating to volunteering in Ireland
- Understanding of the barriers to participation in volunteering and social inclusion issues.
- Training experience or qualification
- Ability to measure outputs, outcomes, and impact

## 3. Key Information about this role:

- Full-time position with Fingal Volunteer Centre for 12 months.
- 35 hours per week Monday – Friday.
- The role requires participation in meetings and events which can occur in the evenings and on weekends. A Time Off in Lieu system (TOIL) operates.
- The annual gross salary is dependent on the knowledge and experience of the person. Salary Range between 30,000€ and 35,000€
- Salary is payable every 2 weeks.
- The role requires regular travel across Fingal and ad hoc travel to locations across Ireland.
- Annual Leave of 23 days.

- Paid volunteering leave of 4 days per annum
- Blended working is available to all employees.
- Employee Assistance Programme

A complete list of all the terms and conditions will be made available to the candidate offered the role through FVC's Staff Handbook.

If you are interested in the role please apply through the application form [HERE](https://forms.gle/EajKzVA62AwhCcZg6)  
<https://forms.gle/EajKzVA62AwhCcZg6>

The closing date for all applications is 6pm on Monday 12<sup>th</sup> August.

If you have any question about the role, you can email [admin@volunteerfingal.ie](mailto:admin@volunteerfingal.ie).

This post is part funded by the Department of Rural and Community Development.

Fingal Volunteer Centre is committed to being an inclusive employer. We welcome applications from all individuals and provide reasonable accommodations to support candidates throughout the recruitment process and in their roles. If you require any accommodations, please let us know, and we will work with you to meet your needs.