

## Kidney Wales Volunteer & Community Engagement Officer

<b>Job title:</b>	Volunteering & Community Engagement Officer
<b>Salary:</b>	£23,000 p/a
<b>Hours:</b>	37.5 hours per week (actual)
<b>Holiday entitlement:</b>	25 days plus bank holidays
<b>Pension:</b>	3% employer contribution; 4% employee contribution (of which 1% is from government)
<b>Location:</b>	Flexible within Wales
<b>Line Manager:</b>	Managing Director
<b>Key stakeholders:</b>	Kidney Wales staff and Board Supporters – patients, families, fundraisers Health Care and associated healthcare professionals Other charities and partners

<b>Purpose:</b>	<p>This is an exciting new project-based role for Kidney Wales, funded by the National Lottery Community Fund.</p> <p>The volunteering and community engagement officer will recruit, manage, train, and build the confidence of new and existing Kidney Wales volunteer ambassadors,</p> <p>The volunteering and community engagement officer will support these ambassadors to organise and deliver presentations to charities, businesses, schools, health teams and at Kidney Wales events to educate and raise awareness of the condition using their lived experience.</p> <p>Alongside working with our volunteers, this new role will be expected to organise and deliver a minimum of four information days per year, with a variety of speakers providing a broad insight into the stage's kidney disease.</p> <p>The differences this project will make are.</p> <ol style="list-style-type: none"> <li>1. Directly improve wellbeing and the patient journey by providing relevant guidance and support through annual information days for the community.</li> <li>2. Develop the skills, confidence, and well-being of our community through successfully recruiting, managing and training volunteers ambassadors.</li> </ol>
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	<p>3. Introducing new roles throughout the project, upskilling our members of the community, expanding their knowledge and expertise</p> <p>4. Increase Community engagement whilst building awareness of Kidney Health and Kidney Disease increasing Kidney Wales reach across the country.</p>
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<p><b>Responsibilities:</b></p>	<ol style="list-style-type: none"> <li>1. Lead and manage the recruitment of people affected by chronic kidney disease to join our Kidney Wales Ambassador scheme.</li> <li>2. Be a first point of contact for volunteers wishing to join the scheme.</li> <li>3. Delivering excellent supporter stewardship</li> <li>4. Organise and manage the attendance of volunteers at organised virtual/in person training sessions.</li> <li>5. Provide advice and support on volunteer policies and processes such as expenses &amp; safeguarding.</li> <li>6. To organise and deliver a minimum of four information days per annum, with a variety of speakers, covering the 5 stages of kidney disease.</li> <li>7. Evaluate all information events using attendees' feedback, and report appropriately.</li> <li>8. Provide support to all Kidney Wales volunteer ambassadors, through regular 1-1's, group sessions and online groups.</li> <li>9. Work with and support volunteers and colleagues, to directly engage with and proactively build a local awareness of Kidney Wales locally, promoting our speaker scheme initiative offering to host talks.</li> <li>10. Manage requests for talks which are made via the Kidney Wales office.</li> <li>11. Record all information associated with our agreed project KPI's.</li> <li>12. Ensure the volunteer details are collated, inputted, and stored safely and accurately on our database.</li> <li>13. Ensure the event attendee details are collated, inputted, and stored safely and accurately on our database.</li> <li>14. Monitor the impact and record progress of the project appropriately.</li> <li>15. Undertake general administration duties associated with volunteering.</li> <li>16. Regularly provide updates on volunteer activity to Line Manager for reporting purposes.</li> <li>17. Stay up to date with current volunteering legislation, policies and best practice.</li> </ol>
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	18. Champion volunteering and promote volunteer engagement, inclusivity and diversity
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<p><b>Criteria for essential knowledge, skills and experiences</b></p>	<ol style="list-style-type: none"> <li>1. Experience and understanding of volunteer recruitment, development, and volunteer management.</li> <li>2. Degree level qualification or higher relevant to the role (desirable).</li> <li>3. Experience of building positive and long-lasting relationships.</li> <li>4. Experience of demonstrating project impact and report writing.</li> <li>5. Experience of designing and delivering in person and virtual events.</li> <li>6. Experience of problem solving and working collaboratively as a team to deliver effective results.</li> <li>7. Excellent interpersonal skills, able to work with empathy, tact and diplomacy and representing Kidney Wales.</li> <li>8. Able to plan and organise a varied and busy workload including handling multiple priorities and meeting deadlines.</li> <li>9. Excellent written skills, including experience of drafting content for websites, social media, volunteer communications and update and evaluation reports.</li> <li>10. Positive ability to approach problems in a logical way to find solutions.</li> <li>11. Excellent communication skills with the ability to communicate on all levels.</li> <li>12. Able to work on own initiative.</li> <li>13. High level of accuracy and attention to detail.</li> <li>14. Digitally literate, with knowledge of the Windows operating system, and experience of using a customer relationships management (CRM) system.</li> <li>15. Commitment to equal opportunities.</li> <li>16. Strong team player with a commitment to achieving the vision, mission, and values of Kidney Wales.</li> <li>17. Promote and support the work of Kidney Wales, including assistance with events.</li> <li>18. Some evening and weekend may be required</li> <li>19. Any other duties deemed commensurate with the post</li> </ol>
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