Text

Description automatically generated with medium confidence

Volunteer Engagement Officer

**Job Title:** Volunteer Engagement Officer, Permanent contract (Part Time 18 hours)

**Reporting to:** Volunteer Centre Manager

**Location of Post:** Roscommon Volunteer Centre, The Square, Roscommon Town, County Roscommon, F42 DP08

**About Roscommon Volunteer Centre**

Roscommon Volunteer Centre is an organisation that promotes volunteering and provides a person-centred approach to supporting volunteers and volunteer involving organisations in County Roscommon. We match individuals who would like to volunteer with community organisations that involve volunteers in their activities. We also provide information, consultation, volunteer management training and Garda Vetting.

Roscommon Volunteer Centre is a non-profit organisation funded by the Department of Rural and Community Development and is part of a network of twenty-nine volunteer centres nationwide which work closely with the support of Volunteer Ireland.

**The Role:**

The Volunteer Engagement Officer will join RVC’s core team to assist in the development of Roscommon Volunteer Centre as a valued, community-centred, one-stop service to volunteers and volunteer involving organisations.

**The Purpose:**

This position will focus on promoting volunteering and civic participation across County Roscommon. By providing an effective and efficient service to volunteers, organisations, and the community at large, this position will support the aims and objectives of Roscommon Volunteer Centre in line with its work plan, policies, and ethos.

**Key Areas of Work:**

There are several key areas of work that are focal points for this role. They include:

Volunteer Support

* To encourage people in County Roscommon to register and volunteer for volunteer opportunities on I-VOL.
* To support volunteers in finding meaningful volunteer opportunities including conducting follow-up conversations by phone or email and utilising the I-VOL database to track the status of volunteers who have been registered and placed in a volunteer opportunity.
* To maintain an up to date, I-VOL database of volunteers, volunteering opportunities, and volunteer involving organisations. (I-VOL/Salesforce software training will be provided.)
* To develop follow-up systems for evaluating the volunteering experience.
* To provide direct information about volunteering to potential volunteers.
* To develop and maximise volunteering opportunities for County Roscommon.
* To plan recognition events for volunteers.
* To onboard, provide induction and support volunteers that directly support our organisation (i.e., help with reimbursement of travel expenses, answering queries, booking meeting rooms, etc.).

Organisational Support

* To support volunteer involving organisations to develop policies and good practice for the recruitment, management, and support of volunteers.
* To support the delivery of the Roscommon Volunteer Centre Garda Vetting Service (training provided).
* To conduct outreach to volunteer involving organisations and develop a strong professional and trusting relationship with them.
* To provide online or in-person supports to volunteer involving organisations on how to use I-VOL and post volunteering opportunities.
* To guide and support volunteer involving organisations to assess their volunteer needs and volunteer roles and assist with their development.
* To contribute to the development and delivery of volunteer training programmes to local organisations.

Promotion of Volunteering and Roscommon Volunteer Centre (RVC)

* Todevelop and deliver an outreach service to both promote the service of the Volunteer Centre and recruit new volunteers and volunteer involving organisations (VIO).
* To represent RVC in community events and meetings relevant to the sector.
* To assist in the promotion of volunteering across the community by updating RVC website, social media accounts, contributing to newsletters, speaking on the radio or at events, etc., as directed by the Manager.
* To explore and pursue further promotional activities.
* To deliver workshops and information sessions virtually or in person as required.
* To assist the Manager in the organisation and implementation of public relations campaigns including volunteer events and initiatives.

Other Duties

* To support in managing reception, office, and housekeeping duties as directed by the Manager.
* To assist the Manager to recruit, train and manage volunteers for events and festivals as part of the Roscommon Community Volunteers Programme.
* To participate in Volunteer Ireland's Placement Officers’ Forum and other such network structures.
* To assist the Manager inensuring Volunteer Centre quality standards are adhered to.
* To assist the Manager and the Board of Directors to carry out activities to fulfil the organisation’s Strategic Plans.
* To temporarily stand in for the Manager during absences or as requested by the Board of Directors.
* To gather metrics and track the efficacy of RVC’s work by compiling data for the Board Report, Annual Report, and other monitoring and evaluation tools.
* To carry out such other duties which do not change the nature of the post, as may be determined by the Roscommon Volunteer Centre Manager/Board of Directors.

**Person Specification:**

Essential Criteria

* Full Clean Drivers Licence and use of own car
* A post-leaving certificate or third level qualification **or** relevant community and voluntary sector experience.
* Strong IT literacy skills, including proficiency in MS Office.
* Ability to network effectively with a variety of people and organisations.
* Strong interpersonal skills with specific emphasis on relationship building.
* Ability to prioritise and organise in a busy workplace environment.
* Excellent communications skills, both written and verbal.
* Ability to work as a proactive team player.

Desirable Criteria

* Knowledge of how the Community and Voluntary Sector works.
* Experience of social media campaigns and digital newsletters
* Experience of public relations planning and delivery.
* Experience in event management.
* Knowledge of Salesforce or similar package or a willingness to learn this software.

Personal Qualities

* Enthusiastic about working with volunteers and embracing diversity in all its forms.
* Friendliness and approachability.
* Flexibility with a willingness to travel and work outside normal office hours.
* Enthusiasm, professionalism, and drive.
* Tolerance and appreciation of the value of others.
* Appreciation of the value of Community Development.

**Hours of Work:**

18 hours per week Wednesday 1.30pm to 5pm Thursday 9 a.m. – 5 p.m.

Friday 9.a.m. – 4.30 p.m. 30 minutes unpaid lunch break.

Out of office hours and weekend work as required by the Manager.

**Annual Leave:**

24 days annual leave (pro rata); plus 1 day off on birthday if birthday occurs on your usual work day.

Some annual leave to be reserved for shutdowns as decided by the Board of Directors including.

* Summer shutdown (employee reserves days)
* Christmas shutdown (reserves as above)

**Salary:**

Salary range is €32,000 – €36,000, pro rata per annum, based on experience and qualifications.

**Probation:**

Probationary period applies.

**Applications:**

Email CV and any cover letter outlining your suitability for the position to manager[@volunteerroscommon.ie](mailto:manager@volunteerroscommon.ie) clearly referencing “Volunteer Engagement Officer” in the subject line.

Closing date for receipt of applications is **12 noon, Monday 21st July**. Interviews will be held **Wednesday 30th July**. For more information please visit [https://volunteerroscommon.ie](https://volunteerroscommon.ie/).