



# volunteer centre

Ionad d'Obair Dheonach Ros Comáin

ROSCOMMON

**Job Title:** Volunteer Engagement Officer (Full Time)  
**Reporting to:** Volunteer Centre Manager  
**Location of Post:** Roscommon Volunteer Centre, The Square, Roscommon Town, County Roscommon, F42 DP08

## Overview

Roscommon Volunteer Centre is a newly established organisation that will promote volunteering and provide a person-centred approach to supporting volunteers and volunteer involving organisations in County Roscommon. This is an exciting development in Roscommon and builds on existing volunteering infrastructure by providing numerous supports and services within our local communities. The service matches individuals who would like to volunteer with 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 is responsible for assisting 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

### 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 support volunteer involving organisations to develop policies and good practice for the recruitment, management, and support of volunteers.
- To develop follow-up systems for evaluating the volunteering experience.
- To support the Manager in providing direct information about volunteering to schools, youth clubs, and other community centres/spaces.
- To develop and maximise volunteering opportunities for County Roscommon.

### **Organisational Support**

- To support the delivery of the Roscommon Volunteer Centre Garda Vetting Service (training provided).
- To conduct outreach to volunteer involving organisations registered on I-VOL and develop a strong professional and trusting relationship with them.
- To provide online or in-person tutorials 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)**

- To develop 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 carry out administrative duties (including reception 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 pilot project of having stand-by volunteers.
- To participate in Volunteer Ireland's Placement Officers' Forum and other such network structures.
- To assist the Manager in ensuring Volunteer Centre Quality Standards are adhered to.
- To assist the Manager and the Board of Trustees to develop action plans to successfully carry out the RVC's Strategic Plans.
- To temporarily stand in for the Manager during absences or as requested by the Board of Trustees.
- 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 Trustees.

## **Person Specification**

### **Essential criteria**

- Appropriate 3<sup>rd</sup> level qualification or extensive relevant community and voluntary sector experience.
- Minimum of 2 years in a similar person-centred role.
- Office management experience.
- Full clean driving licence and use of own car.

### **Essential Skills**

- Strong IT literacy skills, including either proficiency in Salesforce or similar package or a willingness to learn this software.
- Ability to handle and track a large volume of data and to see activities through from start to finish by acting in an accurate and methodical manner.
- 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.
- Facilitation skills and training experience.
- Ability to work on own initiative.
- Ability to work as an active team member.

### **Desirable criteria**

- Knowledge of how the Community and Voluntary Sector works.
- Familiarity with the public service system and local government in Ireland.
- Commitment to the development of volunteering in County Roscommon.
- Experience of the community and voluntary sector including issues relating to volunteering in Ireland.
- Experience of public relations planning and delivery.
- Familiarity with Garda Vetting.
- Experience in event management.
- Experience of volunteering.
- Experience of websites and social media
- Experience of event management

### **Personal Qualities**

- Willingness to work alongside volunteers and to embrace 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**

37 hours per week Monday – Friday (excluding unpaid lunch break)

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

### **Annual Leave**

Total of 24 days, plus 1 day off on birthday

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

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

### **Salary**

Salary will be based on the experience and qualifications of the successful candidate.

### **Probation**

Probationary period applies.

### **Submitting your application**

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

Applications submitted without a cover letter will **not** be considered.

Closing date and time for receipt of applications is **1 p.m., Monday, 28 June, 2021.**

All queries relating to the post can be sent to [manager@volunteerroscommon.ie](mailto:manager@volunteerroscommon.ie)

Please note that interviews for this position will be taking place in early July.

For further information on Roscommon Volunteer Centre, visit

<https://volunteerroscommon.ie>

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

**Late applications will not be considered.**