

Job title:	Volunteer Engagement Manager (12-month Maternity cover)
Location:	Head Office, London SE1 (with flexibility for homeworking)
Department:	Services and Support
Reporting to:	Director of Services and Support
Direct reports:	Support Group Events Officer a wide range of volunteers
Salary:	£30,000 - £32,500 (pro rata)

Background

Muscular Dystrophy UK (MDUK) is the charity for the 110,000 people living with muscle-wasting conditions in the UK. We bring together people affected by more than 60 rare and very rare progressive muscle-weakening and wasting conditions. We provide vital information, advice, resources and support for people with these conditions, their families and the professionals who work with them. Our care, information and advocacy service coordinate our support for families, providing advice and practical support to enable individuals to access the services, benefits and equipment they are entitled to. As part of our support, we also connect individuals with others affected by these rare conditions through our peer support networks.

The Volunteer Engagement Manager will manage a range of volunteers and support groups, and support staff across the charity to ensure volunteers are recruited, trained and managed effectively.

All MDUK volunteers will be supported in their roles – this includes an induction process that sets clear expectations and provides the training and resources they need, regular open communication with staff, and opportunities for peer-to-peer volunteer support. We want to strike a balance between increasing the number of volunteers that support our work and ensuring staff have capacity to manage those volunteers. Volunteers will feel they know about all of MDUK's work and feel connected and involved to the organisation as a whole, and not just their particular role. Volunteers are consistently celebrated, thanked and rewarded for their hard work.

Main tasks and responsibilities:

The Volunteer Engagement Manager will recruit new volunteers, establish new local groups and support networks: reaching more people affected by muscle-wasting and weakening conditions.

1. Co-ordinate and manage a network of volunteers and support groups

- Line managing our Support Group Events Officer who organises our regional support meetings known as Muscle Groups which are predominantly chaired by volunteers:
- Coordinate our peer support network, matching up volunteers with individuals and families looking for support from someone in similar circumstances. Managing relationships with both peer support volunteers and those receiving support to ensure needs are met, respond to any safeguarding issues and signpost to other members of the Services and Support team or external organisations as and when necessary.
- Leading on recruitment and training of volunteers who lead support groups (condition specific, age based, family support, etc) and either managing support group volunteers directly or supporting other members of staff to do so ensuring all volunteers leading the above receive high quality ongoing support to complete their role, and ensure all volunteers act in accordance with our policies and procedures, particularly around safeguarding

2. Identify new opportunities for volunteer-led support, recruiting and training suitable volunteers to develop these initiatives working with Outreach Co-Ordinator

- Work with clinicians, people living with muscle wasting and weakening conditions, and MDUK staff to establish the needs of the muscle wasting and weakening community (e.g. peer support; information sharing, sibling & family support, advice around health needs, advocacy, equipment, adaptations or employment).
- Recruit potential volunteers to meet needs identified, working closely with staff and clinical teams to make initial approaches.
- Work with our staff, supporters and clinical teams to develop more local volunteer-led support meetings and networks; based around condition or area of interest. Ensure a focus on groups that face barriers in accessing support.

3. Support staff in all teams to recruit, train and manage volunteers, and ensure that volunteers receive ongoing training

- Work with staff who are looking to recruit volunteers to develop a role description and training and induction process, and support with advertising volunteering roles to our community and beyond.
- Ensuring volunteers receive ongoing training both through our online platform and otherwise; this includes training on data protection and safeguarding
- Providing support to staff with the day-to-day management of volunteers

4. Work closely with volunteers and staff across the charity to ensure volunteers are supported, celebrated and rewarded

- Moderate the closed Facebook group for volunteers and provide regular avenues for volunteer celebration and engagement such as volunteer socials, opportunities for volunteers to share their story on our website and social media and recognising the contribution of volunteers in other communications to supporters
- Surveying volunteers and offering opportunities for them to feedback about their experiences of volunteering with MDUK
- Making sure the voice of volunteers is heard throughout the organisation and considered in decision making

5. Governance: policies, procedures and processes

- Keeping existing processes updated and maintaining an understanding of sector best practice to inform our policies, procedures and processes, communicating any updates to staff
- Managing the budget for our volunteering work, including any reporting on remaining restricted funds
- Work with the Designated Safeguarding Leads to ensure up to date policies and procedures around safeguarding and volunteers
- Ensure procedures are in place for any disciplinary concerns – working with Head of People and Designated Safeguarding Leads
- Use our database to ensure additional data is stored on volunteers; monitoring systems to capture information on the database and conduct regular ongoing monitoring of, and reporting on, all services delivered by volunteers

Other:

- To prepare progress reports for line manager and others as agreed
- To attend monthly supervision sessions, team and project meetings as required
- To undertake any other such tasks as requested by the line manager

Values and behaviors

- A positive attitude and approach that reflect the [charity's values](#).
- To seek opportunities to contribute to the development of the charity.
- A commitment to and an understanding of disability issues, equality, diversity and inclusion.
- To always demonstrate role model behaviour.

Experience	
Knowledge and previous experience of the charitable sector	Essential
Experience of training and/or group facilitation and public speaking	Essential
Experience of working in partnership with other groups	Essential
Experience of embedding volunteers across a range of services	Essential
Experience of engaging with donors	Desirable
Experience of working with and supporting volunteers	Essential
Knowledge of Data Protection, safeguarding and also relevant aspects of Health & Safety legislation	Essential
Experience using CRM databases for managing service user data and reporting.	Essential
Experience of budget management	Desirable
Personal qualities and knowledge	
Understanding of the issues and the needs of people with disabilities	Essential
Leadership – The ability to set instructions whilst empowering others to accomplish tasks. Demonstrates flexibility by adopting a management style to the given situation.	Essential
Organisational skills – The ability to manage your own time and tasks effectively. Taking an approach that is results orientated and systematic making you personally effective in managing own workload complying with set in-house policies, legislations, etc.	Essential
Planning – The ability to develop and implement clear and robust plans for self and others to follow.	Essential
Ownership and accountability – The ability to accept responsibility for own area of work, identifying critical elements and working in a pro-active/solution focused way	Essential
Team work – The ability to recognise different directorates and departments at Muscular Dystrophy UK are all part of the same team. Recognises the role of stakeholders in delivering own work and involves appropriately and recognises own responsibility to supporting others	Essential
Communications – The ability to represent Muscular Dystrophy UK effectively and professionally. Produces clear and effective communications appropriate to the audience, utilising the most appropriate channel and in keeping with brand guidelines.	Essential
Self-Development – The ability to constantly challenge and improve self and others demonstrating ambition for self and charity to achieve goals.	Essential
The ability to work effectively with volunteers and supporters to deliver the charity's goals. Recognises the value and contribution of volunteers and supporters – empowers others through provision of support, coaching and training.	Essential
Details	
Hours – 21 hours week	
Holidays – 25 days (pro rata)	

Travel will be required around the country	
Evening and weekend activities involved – time off in lieu to be taken	