



## Head of Volunteering

<b>Supported by:</b>	Chief Operating Officer
<b>Hours:</b>	35 hours per week
<b>Annual Leave:</b>	23 days per year (rising upon length of service)
<b>Location:</b>	Flexible (with frequent travel across the UK)

### Providing unforgettable holidays for over 50 years

We are the people who create revitalising holidays for disabled people and carers. With 50 years' experience our three holiday centres now provide close to 5,000 essential breaks each year for disabled people and those who care for them.

At Revitalise we work hard to create amazing holidays for our disabled guests and their carers. We like to come to work determined that the world is going to be a slightly better place for people at the end of today than it was yesterday, and that we're going to help make that happen.

### Your Role

As Head of Volunteering, you will develop and implement a strategy to recruit sufficient volunteers for Revitalise to provide its service 52 weeks a year and look for possible funding options to support the programme. You will establish relationships with local authorities, academia, stakeholders and other charities.



You will support the operational implementation of the Revitalise Volunteer programme, working with the Centre management teams to deliver an excellent volunteer experience which enables our volunteers to support our guests which is an intrinsic part of their holiday. You work with the team to ensure that our volunteers support our guests with excellent care that becomes an intrinsic part of their holiday. You also will support the wider Revitalise Operations team both in the Centres and BDC to ensure that both the volunteer and the guest experience is delivered to the highest overall standards of care and hospitality.

### Specific Duties will include:

1. Develop the role of the volunteer at Revitalise - champion the volunteer both internally and externally
2. Set and maintain the policies, procedures and implementation standards for the Revitalise Volunteering programme e.g. induction, training, accommodation, code of conduct, working with volunteers etc
3. Plan and execute recruitment drives at external venues, locally and online
4. Report on all aspects of volunteers recruited; occupancy, outcomes, age, ethnicity, gender etc
5. Maintain and develop partnerships which promote volunteering both in the UK and abroad
6. Attend national forums, fairs and events for volunteers and with volunteering organisations
7. Respond to government or national initiatives which help promote or develop volunteering within Revitalise
8. Ensure that Revitalise benefits from any volunteer initiatives which offer funding
9. Report on volunteering trends and make appropriate recommendations
10. Encourage volunteers to offer feedback on their experience and work with the wider Operations team both in the Centres and BDC to support continuous development and improvement in the volunteer experience
11. Working with the COO to support wider Operations team both in the Centres and BDC as part of a holistic approach to service delivery
12. Uphold working practices within the boundaries of all relevant legislation including Health and Safety at Work Act, Care Quality Commission (CQC) and Safeguarding
13. Facilitate the lifetime involvement of volunteers through individual, family or company giving



This Job Description is not exhaustive and the post holder may be required to undertake other appropriate duties and projects from time to time.

### Skills and Experience

- Experience of volunteering – recruitment and working with volunteers
- Ability to work in a supportive and supervisory role to volunteers
- Expertise across all social media outlets including; Facebook, Twitter, Snapchat, Instagram, YouTube etc
- Able to help leverage more traditional media channels by developing all synergies across the different platforms
- Ability to work effectively with people from a wide variety of backgrounds
- To be able to work to a high standard with minimal supervision
- Reliable, enthusiastic and effective team player
- Self-motivated and confident
- Excellent organisation, administrative, written and verbal skills.
- Creative with strong presentation and influencing skills
- Previous experience in a care or hospitality setting is an advantage
- To have worked with people with physical disabilities is also an advantage

### Success Criteria

- Volunteer numbers meet operational requirements
- Pipeline developed for future volunteers
- Revitalise volunteer programme recognised as market leading
- Positive feedback from volunteers via surveys
- Positive feedback from guests in relation to support from volunteers
- Funding streams in place
- Overall support for Revitalise Operation can be quantifiably recognised



- Revitalise- Reservations, Marketing and Communications, Fundraising, Centres and Management teams
- CEO/ Trustees
- All volunteers
- Partners/universities/schools/colleges
- Government Departments
- Relevant Not for Profit organisations
- Local Governments

### Your Personal Development

1. To undertake any further training as necessary.
2. To keep abreast of current trends in social care and volunteering
3. Maintain registration of any professional bodies