

Age Action: National Volunteer Manager **(<https://www.activelink.ie/node/108874>)**



National Volunteer Manager

About Age Action

We are Ireland's leading advocacy organisation promoting equality for us all as we age.

We are working to create a just, inclusive and age-friendly society. We make our vision a reality through our advocacy work, direct services and education. We work to ensure older people's rights are respected and their voices are heard. We celebrate the contributions of older people and work to promote everyone's agency in older age. We lead the fight in challenging ageism, effecting long term change at government level and highlighting the disadvantages we face as we grow older in Ireland.

Our work is driven by an organisation that is professional in its operations and lives out its values of dignity, participation, diversity, social justice, and professionalism.

Everything we do is based on recognising uniqueness and experiences. Our work is varied, encompassing advocacy, education, volunteering for all ages and services for older people. We actively campaign on issues that directly impact us all as we age, such as income security, healthcare and housing. Additionally, we provide practical supports through our Information Service, Getting Started and Care and Repair services, as part of our mission to achieve fundamental change in the lives of all older people and facilitate a better quality of life.

Reports to: Head of Programmes

The role

- Develop and deliver an annual operational plan for volunteers with measurable outcomes and KPIs aligned to Age Action's strategic aims and objectives
- Oversee all aspects of the daily operations of the volunteer team, including but not limited to the line management of the Volunteer team
- Responsible for the positive recruitment, engagement and experience of volunteers in Age Action
- Lead, support, manage and attend volunteer days, volunteer recruitment drives, training and information sessions on-line and off-line
- Align Age Action's volunteer processes, policies, procedures and practices with current national and international best practice
- Responsible for the development, management, and continuous improvement of the Age Action Volunteer eLearning platform
- Develop and manage corporate volunteering opportunities, including but not limited to building and maintaining corporate relationships, developing and leading on live and virtual volunteer events to corporate management
- Develop, support and manage online engagement with current and future volunteers through social media channels
- Oversee and develop the CRM volunteer database, ensuring GDPR compliance, and produce regular reports on volunteer activity
- Encourage the adoption of a consistent approach to volunteer supervision by all line managers and development officers, providing training to colleagues where necessary
- Act as the Liaison Officer with responsibility for Garda Vetting of volunteers where applicable
- Support colleagues to develop new volunteer roles and create appropriate role descriptions

- As required, support funding applications and development plans for new services that involve volunteers
- Develop volunteer team's skills and performance through support, supervision, training and coaching
- Play a full role in the Programmes Management team and uphold the values of Age Action
- Support colleagues and internal departments as required
- To maintain a flexible approach to all aspects of the job
- Attend meetings and training courses when necessary
- Carry out all reasonable requests of the Head of Programmes

Age Action currently runs the following programmes nationally:

1. Care & Repair

The Care & Repair Programme is a major part of providing key services for older people, especially those who are most disadvantaged. The aim of the programme is to enable older people to remain living in their own homes for as long as they wish in increased safety and comfort. Small repairs are provided by a team of trained volunteers and a register of local tradespersons is in place who can provide quotations on larger jobs

2. Getting Started

As part of the fight against digital exclusion and to combat digital literacy among older people, Age Action's Getting Started programme delivers training on computers, the internet and mobile phones to people over the age of 55. The programme addresses the challenges and barriers experienced by older learners. Volunteers are trained and supported to provide one-to-one tuition in a relaxed and non-formal learning environment. To date, the programme has trained over 43,000 people nationwide in hundreds of venues.

3. Volunteering

Volunteering is at the heart of our programmes at Age Action, supporting both Getting Started and Care and Repair. Our volunteer team support and train approximately 1000 volunteers annually. As volunteers give their time and effort for free, Age Action is committed bringing each volunteer on a journey, providing monthly training, ongoing support, and skills development opportunities. In recognition of the incredible difference volunteers make in the lives of those older people we serve, the volunteer team continually strive to improve the volunteer programme, ensuring internal processes align with international practice.

Skills Required:

- Demonstrated commitment to human rights and equality
- Experience of delivering training to volunteers or similar groups
- Evidence of strong initiative – including working across teams – to create effective approaches to reaching audiences, preferably in the volunteer sector
- Effectively managing people with different levels of experience
- Excellent people skills and the ability to communicate with a wide range of key stakeholders
- Experience of contributing to multi-team projects whilst being able to manage and deliver individual workload
- Excellent IT skills including Microsoft Office (Outlook, Word, Excel & PowerPoint), and experience of CRM database management

Personal Attributes:

- Enthusiasm and drive to interact with volunteers while ensuring that their actions and activities meet Age Actions needs
- Flexible approach to work and duties, working as a team player liaising with other colleagues
- Working in line with Age Action's values and maintaining the reputation and standing of the organisation
- Capacity for self-reflective practice and willingness to engage in further training and development

Other

- Eligibility to work in Ireland.

Conditions of Service

Location: Age Action operates a blended working model, this position will be predominantly working from home, with an expectation of two days per week based in our Camden Street office. Some travel may be necessary.

Duration: Full time - 35 hours per week on a permanent contract. Time off in lieu will be provided for any requirement to work outside normal office hours in the evenings or weekends.

Salary: €45,000 to €48,000 DOE.

How to Apply:

- Please apply by submitting a CV and cover letter in Word format, quoting reference NVM02J by email to: recruitment@ageaction.ie (<mailto:recruitment@ageaction.ie>)
- Please include details of two referees. References will not be contacted without prior consent.
- The deadline for applications is 5pm on Tuesday 2nd July 2024.
- Interviews are expected to be held on Monday 8th July 2024 at 30/31 Lower Camden Street

Age Action is committed to equality, diversity and inclusion and we do not accept discrimination of any kind. We are keen to recruit colleagues with a range of experience, regardless of age, disability, gender, gender re-assignment, race, religion or belief, sexual orientation, marital or civil partnership status or maternity status

Region

Home Based / Dublin 2

Date Entered/Updated

12th Jun, 2024

Expiry Date

2nd Jul, 2024

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