

Join the Inclusion Revolution!

Volunteer Coordinator

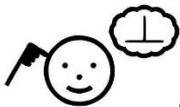
(Flexible freelance role – capped at 21hpw)

Include.org is a charity making the world more welcoming for people with understanding or speaking difficulties. We run inclusive activities and teach communication skills to communities, health and care services and businesses.



We believe creativity, laughter, music and (occasionally) cake are great ways to increase awareness of communication needs and the tools we can all use to help include people who find understanding and / or speaking difficult.

At the heart of Include.org is The Include Choir, an inclusive choir for adults with and without understanding and speaking difficulties. We use and teach Makaton signing and other inclusive communication skills, to empower people with communication needs and skill up communication partners to be more inclusive.



Our Values

Whenever you are with Include.org, you can expect staff, volunteers and members to be:

Kind Empowering Fun Inclusive Respectful

and all services to be based on speech and language therapy best practice and the principles of co-production.



Our Volunteers

Include.org would not exist without the passion, skills and hard work of its volunteers.

Four times winners of the Reigate and Banstead Volunteer of the Year Award, and this year, one of only three charity

volunteer teams in Surrey to be nominated for the prestigious Queens Volunteer Awards - our volunteers are a precious resource.



Local volunteers are essential for our weekly Choir sessions, workshops, performances and outdoor Stroll and Sign Sessions. We also have a high number of remote volunteers helping to run Zoom sessions, create accessible resources, and support us in a wide range of roles including social media, graphic design, fundraising, IT, and video creation. Many of our volunteers are spread across the UK, and even join us from South Africa and Finland (isn't technology marvellous)!

We have a local **Supported Volunteering Scheme** for volunteers with additional needs, which includes Choir Members empowered to take on additional roles and responsibilities, with volunteer support. The Volunteer Coordinator will ensure that all our volunteers are supported appropriately, that clear and achievable targets are set and recorded and that people have every chance to achieve their goals.



Volunteer Coordinator

We require support for coordinating and monitoring Volunteer recruitment, induction and training - and for providing ongoing volunteer contact and assistance.

We also require support with measuring outcomes and volunteer satisfaction.

The Supported Volunteering programme ceased during the height of covid and needs to be redeveloped, which will include advertising for and recruiting supported volunteers as well as recruiting Volunteer buddies to help support and monitor progress.

You will mainly work from home, and meet people via Zoom (so good internet connection is required) but you will also be required to support volunteers at Include Choir Rehearsals (7.30 -9pm, Hatchlands Primary School, Redhill) at least once per fortnight, and will



occasionally be asked to assist at events, performances, or weekend sessions (dates and frequency to be mutually agreed in advance). You will also need to attend regular meetings and training with the volunteer team.

While experience in volunteer management is important, willingness to learn, attitude and demonstration of our values at all time is essential.



DUTIES:

We are looking for someone who can provide the following services:

- Recruit & support volunteers for a new choir in Mid-Surrey
- Recruit & support volunteers for outdoor sessions across East & Mid-Surrey
- Support volunteers at The Include Choir, Redhill
- Assist in recruiting, support & monitoring remote volunteers
- Help us develop our Supported Volunteering scheme

- Identify volunteer goals & necessary support and provide accessible feedback
- Help write / proof-read volunteer job descriptions
- Maintain an up-to-date database of volunteer posts and vacancies
- Use volunteer services like VARB, Reach and City University to post volunteer opportunities
- Provide and gather applications, references and other essential paperwork
- Be a regular point of contact for volunteers and supported volunteers
- Liaise with Senior Staff to interview and place volunteers
- Ensure DBS checks are applied for, if needed, or Disclosure interviews conducted
- Liaise with Senior Staff to ensure that training is delivered to all volunteers
- Monitor and contribute to volunteer policies and risk assessments
- Monitor volunteer satisfaction levels
- Promote volunteering internally and externally
- Be a representative for Include.org



Skills Required:

ESSENTIAL:

- Excellent organisational and time keeping skills
- Satisfaction in completing tasks to a high standard
- Excellent communication and interpersonal skills, including written & spoken English
- A willingness to listen and learn from everyone you work with
- A friendly and flexible disposition
- Understand and support the concept of inclusion
- Able to use initiative and work with minimal supervision
- Understand the importance of teamwork and contribute positively to a team
- Capacity to motivate and inspire others
- A creative approach to problem solving and a 'can be done' attitude
- Knowledge of Microsoft Excel & Word and other basic computing skills
- Able to accurately document and monitor activity
- Ability to work to a deadline and manage a number of tasks /projects
- Understand the importance of confidentiality, safeguarding and data protection
- Good internet connection

DESIRABLE:

- Experience of working with people with understanding or speaking difficulties (e.g. people with learning disabilities, autism, dementia, aphasia or other conditions)
- Experience of working or volunteering for a charity
- Experience of recruiting and managing volunteers
- Project management experience
- Experience in management and / or recruitment
- Knowledge of inclusive communication techniques, coproduction and / or a social model of disability
- Experience of volunteer recruitment, monitoring and evaluation processes
- Experience of implementing and reporting on impact measures
- A desire to make a lasting change in your community and beyond

TRAINING

You will receive any necessary training, which may include safeguarding and data protection, inclusive communication and the Mental Capacity Act, in line with the vision and aims of the charity. Free training in Makaton, Photosymbols, Talking Mats and other Inclusive Communication techniques will be provided as required, tailored to your level of need (e.g. refresher/beginner).

OTHER INFORMATION

The hourly rate is £12.50, and the hours are capped at 21 hours per week. This contract is for 6 months in the first instance, with scope for extension.

This is a contracted freelance position, so you will be responsible for your own tax/NI contributions. Fees will be payable on receipt of an invoice and time sheet at the end of the month, unless alternative arrangements are agreed in writing with the Board of Trustees.

IF YOU ARE INTERESTED

Before you apply:

Please spend some time on our Youtube channel [IncludeTube](#), on our website <https://include.org> or our other social media channels getting to know **Include** and the work we do.

To apply, please send a **covering letter/email** outlining your experience and how you are able to provide the support we need. This should be accompanied by an **up-to-date CV**. As part of the process of selection you will be invited to join a Champions group meeting on a Tuesday evening or an Include Choir session on a Wednesday evening on Zoom or in person.

If you have any queries, please email Alix Lewer at Alix.Lewer@include.org or call 07446 897835 for an informal chat.

Closing Date: 5pm, Monday 25th April 2022

Interviews: w/c 3rd May 2022