

# VOLUNTEER ROLE DESCRIPTION

## UNIT MANAGER

The Unit Managers role is to lead, organise and manage a vibrant and thriving Unit, that attracts, motivates and retains its volunteers, to be active in the delivery of the organisations charitable vision and goals. The Unit Management Team (UMT) will provide an engaging quality programme and offer support, guidance and development to provide the best possible experience for their volunteers.

**Expected time commitment:** 4 to 6 hours a week

**Function:** Operations Division

**Line managed by:** Area Manager

### WHAT YOU WOULD BE INVOLVED IN (DUTIES & RESPONSIBILITIES)

- Build a positive Unit culture by engaging, motivating, supporting, and developing your team of volunteers
- Build an appropriate Unit Management Team (as appropriate) to support the effective running of the unit
- Work with the Area Manager and District New Volunteer Lead to support the recruitment and induction of new volunteers
- Work with the Unit Management Team to plan and deliver an engaging Unit programme of CPD activities appropriate for the Unit
- Work with the Unit Management Team to develop and retain existing volunteers
- Provide support and guidance to volunteers in the Unit to ensure they are well trained and have a positive and rewarding experience
- Proactively support the Wellbeing of their team and wider colleagues
- Ensure that the Unit is part of its community and supports the needs of its community
- Ensure all volunteers are contributing to the delivery SJAs charitable vision and goals
- Ensure effective people management practices are undertaken with your team such as 1:1s and Volunteer Development Reviews
- Recognise and reward the contribution of volunteers
- In partnership with Facilities ensure the meeting place is suitable for the required activities and well maintained to provide a safe and inviting environment for the Unit
- Ensure SJA policies and procedures are complied with.

As well as the responsibilities listed above there are also specific responsibilities relating to youth units:

- Ensure the Youth Leadership Team are delivering the SJA Badger or Cadet programme in a fun and exciting way that attracts and retains young people and embraces the youth voice principles
- Ensure opportunities for development are readily available, for example Peer Educator or attending events as part of the team
- Work with the Area Manager, District Youth Officer, District New Volunteer Lead and Youth Leadership Team to support the recruitment and induction of young people and adult volunteers
- Work with the Area Manager and adjoining Units/Functions to aid effective transition for young people through the organisation
- Recognise and reward the contribution and achievements of the young people in the Unit
- Ensure our Safeguarding Policy and Procedures are understood and followed by all adults involved in running the Unit
- Ensure the Subs Policy is understood and is being effectively implemented.

Perform any other duties commensurate with these responsibilities, the management level of the post and skills and qualifications of the post-holder.

## WHAT YOU WILL GET FROM THIS ROLE

- Opportunities to learn and develop skills through training and hands on experience in all areas of leadership and management
- Opportunity to input into the wider strategic goals of the organisation
- Opportunity to meet new people and be part of a team
- Opportunity to have a positive impact on your local community and the people within it.

## WHO WE ARE LOOKING FOR (PERSON SPECIFICATION)

The role holder must demonstrate their ability to meet the following requirements within 12 months of starting the role:

- Approachable with good people skills and the ability to communicate effectively with people both verbally and in writing *Required*
- Ability to motivate, manage and support volunteers *Required*
- Ability to build and maintain effective relationships with a wide range of people *Required*
- Ability to delegate and prioritise effectively *Required*
- Willing and able to role model the SJA heart values *Required*
- Ability to manage and resolve conflict *Required*
- Able to plan, manage and monitor own tasks and time *Required*
- Ability to use basic computer software and SJA IT Systems *Required*
- Willingness to travel throughout the district and attend regional events as needed. *Required*

## ROLE SPECIFIC EXPECTATIONS

- ***This role is exempt from the provisions of the Rehabilitations of Offenders Act***
- This is a 'Primary' role meaning that the delivery of it should be the first call on the volunteer's available time commitment to the organisation. Some Unit Managers may also have secondary roles for example in Event Delivery, such as Event Managers or First Aiders, but the time spent delivering these roles must remain as a secondary priority.

## SCREENING REQUIREMENT FOR ROLE (CATEGORY THREE)

This role requires the following pre-volunteering screening checks:

- Occupational Health (including driving if appropriate), Criminal record check (DBS), Professional Registration (PIN) check (if applicable), One written reference, Identity check and Interview.

## TRAINING & SUPPORT PROVIDED

The training we will provide for you in your first few months is as follows:

- Welcome programme introducing you to the charity and volunteer manager induction
- Role specific leadership and management training and first aid training
- Introduction to Safeguarding Level 1 and level 2
- Training on appropriate IT systems such as DIPS, MyData and CONNECT.

A buddy/mentor (another Unit Manager) will be appointed to support you in your Induction period SJA will provide uniform appropriate to the role, excluding footwear.

Please note that internal candidates will not be subject to repeating training or screening that they have already undertaken for their current role.

## OUR VALUES

This role requires the volunteer to embrace the organisation's vision and values, which are:

***Our vision is for communities that save lives and serve each other through volunteering for health and first aid. To achieve this, our mission will be to build volunteering for health into every community, providing first and second response and resilience every day.***



This role description is intended as an outline indicator of general areas of activity and will be amended considering the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Prepared by: Youth & Volunteering

Date of preparation: October 2018