

Donegal Volunteer Centre - Job Description

ORGANISATION SUPPORT OFFICER

Job Title:	Organisation Support Officer
Reporting To:	Donegal Volunteer Centre Manager
Employer:	Donegal Local Development CLG (DLDC)
Main Purpose of Role:	<p>The Donegal Volunteer Centre is dedicated to engaging people in the community to volunteer in non-profit organisations across Co Donegal. The centre was established in 2008 by Donegal Local Development CLG (DLDC), a Government funded Local Development Company.</p> <p>The Donegal Volunteer Centre is affiliated with Volunteer Ireland, the national volunteer development organisation. The Volunteer Centre is funded by the Department of Rural and Community Development.</p> <p>The DVC is seeking to recruit a highly motivated individual who will be dedicated to developing and growing volunteer opportunities within Volunteer Involving Organisations (VIO) across Donegal. The role will focus on responding to an increase in volunteer numbers from New communities and a need to support volunteer involving organisations as they refocus post pandemic and evolve within the changing nature of our demographic makeup.</p> <p>The Organisation Support Officer will be proficient in engaging with VIOs to understand their needs and support them in maximising the involvement of volunteers in their service. They will be adept at influencing others, and have excellent communication skills, with the ability to connect with and engage people from all communities and backgrounds.</p>
SALARY:	Project Officer Level
Conditions of Work:	<ul style="list-style-type: none"> ● The Organisation Support Officer will be required to work 35 hours per week. ● A probationary period of at least six months will apply. ● Performance in role will be discussed throughout the period of cover. ● This contract term is from May 2023 to 31st December 2023 and is subject to funding.
Main Duties	
You will be required to...	
1	<p>Key Responsibilities</p> <ul style="list-style-type: none"> ● The Organisation Support Officer will be focused on supporting the development of new and existing volunteer roles within VIO's across Donegal. There will be a particular focus on developing roles related to volunteering for: New Communities; Board Roles; Professional / Developmental Roles; Roles for other underrepresented groups. ● Support the Volunteer Centre Manager with the implementation of the Centre's annual work plan in line with the DLDC and National Volunteering Strategies. ● Engage with existing VIOs to revamp existing roles and develop new roles. ● Provide advice, training and development supports to organisations wishing to engage and recruit new volunteers. ● Organise facilitated development/training workshops in response to the needs of VIO's and to design as appropriate, material for use in customised development or training initiatives. ● Support new VIOs to engage with IVOL (National Volunteering Database) and promote the benefits of volunteerism to new organisations to develop new opportunities. ● Host a range of volunteer fairs targeted at areas of significant Ukraine / IPAS population. ● Assist the Volunteer centre manager and staff in supporting community volunteer events that may be scheduled outside of normal working hours. ● Liaise with the DVC team / SICAP / New Communities / IDP to access supports / training for VIO's to enhance volunteer opportunities.

	<ul style="list-style-type: none"> ● Deliver a friendly, prompt and professional service to VIOs and service users in accordance with the agreed National Quality Standards for Volunteer Centres. ● Maintain a database of volunteering opportunities through IVOL keeping accurate and methodical records. ● Build relationships with community and voluntary organisations to ensure that a wide range of volunteering opportunities are made available from across the county. ● Collaborating with a wide range of community groups and external agencies on various projects which enhance, celebrate and promote volunteerism in Donegal. ● Actively participating in Volunteer Centre and Volunteer Ireland networking and training. ● Promoting volunteering and Volunteer Centre services and activities to include PR and communication plans, website, traditional and social media platforms ● Working with the centre team to maintain Volunteer Ireland Quality Standards mark. ● Proactively promote the Volunteer Centre and local development company schemes and services throughout the catchment area, through a variety of media including information sessions, local media, outreach, site visits etc. ● Manage a caseload efficiently and effectively in line with good governance and established company and funders procedures and guidelines. 									
2	<p><i>Report Writing, Monitoring and Evaluation</i></p> <ul style="list-style-type: none"> ● Provide oral and written reports to your line manager, and relevant Steering Groups and the Board on progress and issues of relevance. ● Maintain up to date records on the IVOL CRM system. ● Ensure compliance with company and funder guidelines. 									
3	<p><i>Policy, Networking and Funding</i></p> <ul style="list-style-type: none"> ● Consult and network with community groups and volunteers to provide support and training on best practice in the community voluntary sector. ● Keep up to date with national policies and their potential impact on the Volunteer Centre and associated projects. ● Keep up to date with relevant regional and national developments through networking as appropriate. ● Ensure that documentation and files are maintained for the use of the Finance and Administration team and for inspection by the Company Auditors, DRCD, VI and other relevant monitoring bodies. ● To participate in both internal and external working groups as are relevant to the Volunteer Centre /DLDC. 									
4	<p><i>Miscellaneous</i></p> <ul style="list-style-type: none"> ● Carry out administrative duties as required ● Be willing to work evenings and/or weekends as required ● Demonstrate a willingness to take on additional duties as and when required ● This list of job duties is not exhaustive and may be amended in order that all role duties are fulfilled. 									
<table border="1"> <thead> <tr> <th colspan="2">Core Competencies</th> <th>Essential</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Knowledge of Innovative Community Supports</td> <td>The Organisation Support Officer will be required to demonstrate a detailed knowledge and experience of working in the area of community development, be committed to integrating equality, social inclusion and anti-poverty principles into Community Development practice. They will have an understanding of Volunteer Centres and Local Development Companies.</td> </tr> <tr> <td>2.</td> <td>Interpersonal & Liaison Skills</td> <td>The Officer will be required to be able to liaise effectively and efficiently with groups and agencies providing services to local</td> </tr> </tbody> </table>		Core Competencies		Essential	1	Knowledge of Innovative Community Supports	The Organisation Support Officer will be required to demonstrate a detailed knowledge and experience of working in the area of community development, be committed to integrating equality, social inclusion and anti-poverty principles into Community Development practice. They will have an understanding of Volunteer Centres and Local Development Companies.	2.	Interpersonal & Liaison Skills	The Officer will be required to be able to liaise effectively and efficiently with groups and agencies providing services to local
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2.	Interpersonal & Liaison Skills	The Officer will be required to be able to liaise effectively and efficiently with groups and agencies providing services to local								

		volunteers and VIO's. The Officer will be required to act as a positive and contributing member of the wider staff team within DLDC.
3.	Project Management Skills	The Officer will be required to produce timely and relevant reports for the various Steering Committees, Board and other groups within the DLDC structure. They must demonstrate clearly experience of organising, managing and prioritising own workload. A good working knowledge of the standard suite of business- related software and IT packages is essential.
4.	Motivation & report writing	The Officer will be required to be a flexible, motivated self-starter who can communicate effectively. They will work well as part of a team and also on their own initiative. They will have good report writing and presentation skills.
5.	Training	The Officer will have experience of group facilitation & training
6.	Communication Skills	The Officer will have experience of forming good working relationships with volunteers, organisations and communities, combined with excellent communication and listening skills. You will have excellent verbal and written abilities. You will have strong group facilitation skills and be confidential by nature.
7.	Skills/Experience	A recognized and relevant Third Level qualification and / OR a minimum of three years' experience of Community Development.
8.	'Other'	You must hold a clean, current driving license.
Core Competencies		Desirable
<ul style="list-style-type: none"> • Knowledge of Salesforce CRM • External experience on community based committees/boards et al. 		
DLDC reserves the right to enhance criteria, dependent on the responses received to the advertisement.		

Application Process

- To apply for the position, please submit **by email** a letter of application outlining how you meet the criteria, together with a current Curriculum Vitae to: Human Resources, at vacancies@dlcd.org
- The closing date for receipt of applications is **close of business, Wednesday 19th April 2023** and no applications will be accepted post deadline.
- Applicants who demonstrate how they meet the required criteria will be invited to a competency-based selection interview on the week of 24th April 2023.

Donegal Local Development CLG is committed to a Policy of Equal Opportunity. Canvassing will disqualify.

We reserve the right to enhance the shortlisting criteria. A panel may be formed from which similar vacancies may be filled.