



GREYHOUND RESCUE West of England

Role description

Volunteer Support Assistant

Overall objective: GRWE could not help as many dogs without its dedicated volunteers. As Volunteer Support Assistant, you will support a local team of volunteers, assisting the Volunteer Coordinator in recruiting the right people in the right roles, helping to induct new volunteers and providing ongoing support to volunteers in your local area.

Responsible to: Volunteer Coordinator (staff member)

Key tasks:

- Assisting in the region by advertising and promoting roles via Do-It, Volunteer Centres, local vets, etc and attending volunteer fairs/ volunteer promotional talks when possible
- Assisting with the volunteer application process i.e. application forms, references and registration
- Contacting potential volunteers to provide information about volunteer roles and GRWE
- Helping the Volunteer Coordinator to match potential volunteers with the role that is suitable for them
- Organising taster sessions for people thinking about volunteering for GRWE
- Helping to organise and deliver inductions for new volunteers (both general and role specific)
- Providing support, encouragement and feedback to your team of volunteers, working with the Volunteer Coordinator (and other members of staff as required) and supporting key volunteers with requests for help
- Assisting the Volunteer Coordinator to plan and organise volunteer recognition events in your local area
- Encourage volunteer feedback especially exit/leavers questionnaires
- Promoting a culture of volunteering best practice within GRWE (guidance will be provided as required)

Skills and abilities:

- Excellent team-working skills and ability to work with a wide range of people (experience in managing/mentoring people useful)
- Good written and verbal communication skills; confident in meeting new people
- Good interpersonal skills (ideally able to understand the demands surrounding the dog rescue environment)
- Good planning skills
- Ability to work on your own initiative
- Sound knowledge of IT
- The ability to participate in regular team emails and/or calls to exchange ideas and best practice, share experiences, templates and give reminders, hints and tips; undertake training as required
- An enthusiasm for GRWE's work and the ability to represent the Charity; a commitment to GRWE's objectives.

Time required:

This is a very flexible role; however, it is not unusual for volunteers to spend 3-4 hours volunteering per week in this role. This role can be shared by more than one volunteer (e.g. recruitment function, induction function, support function).

How we will support you:

You will receive full training and support in your role. GRWE will provide you with guidance and direction to ensure that you have a positive, enjoyable volunteering experience.

For further information or to express your interest email

volunteering@grwe.com