

Volunteer Engagement and Inclusion Officer

About Dublin City Volunteer Centre

Dublin City Volunteer Centre (DCVC) is the 'one-stop-shop' for volunteering in the Dublin city area. We are a registered charity in Ireland and a member of Volunteer Ireland and the network of 29 Volunteer Centres nationally.

Our Vision: People in Dublin City are empowered to connect with and contribute to an inclusive, vibrant and sustainable society through volunteering.

We experience high demand for our services, based on a population base of 554,000. We are committed to the delivery of quality services, leadership and good governance.

The Role

Job Title:	Volunteer Engagement and Inclusion Officer
Reporting to:	Deputy Manager
Location:	Unit 4, Whitefriars, Aungier Street, Dublin 2 & remote (blended) (min. 2 days/week in the office)
Contract Type:	Specific-Purpose Contract (Maternity Cover- Full-Time 35hrs/week)
Salary:	€36,433.44 pro rata.

Overview of the role

The Volunteer Engagement and Inclusion Officer is responsible for working as part of the current Engagement Team (staff and volunteers) to deliver an accessible and quality-focused volunteer placement service across Dublin City. A key component will involve outreach and support for various groups such as asylum seekers and refugees, long-term unemployed, migrants, early school-leavers etc. This person will help identify areas of need, under-represented groups and barriers to volunteering, with a view to developing strategies and resources to respond to these needs and gaps.

Key areas of work

Inclusion

- In line with the work plan and Quality Standards Framework, initiate and lead on social inclusion initiatives to increase the accessibility of volunteering for all. This might include development and delivery of training and supports to

identified groups such as migrants, older people, people with disabilities, the long-term unemployed, young people, etc.

- Promote volunteering across the community through activities such as talks, presentations, workshops, job clubs, fairs, clinics, etc., particularly in settings which support inclusion initiatives.
- Plan, organise and deliver volunteering events, physical and virtual, with an inclusion focus such as delivering *Welcome to Volunteering* information sessions and supporting other volunteer-focused events as needed.
- Contribute high quality content for the website and other communications platforms in line with the Communications Plan.

Engagement

- Facilitate the placement of individuals seeking volunteer opportunities in Dublin through core engagement work such as answering emails, completing Salesforce tasks, taking appointments, being available for queries from the public, etc.
- Contribute to continuous evaluation and improvement of processes in the placement service, with special attention to inclusion.
- Help manage volunteers involved in the Engagement Team in the Centre.
- Support the Community Volunteers team to deliver the CV programme through conducting interviews, sending list emails, setting up volunteer roles and shifts, on site Volunteer Management, etc as required.

General

- Where required, play a support role in the successful delivery of Centre events such as volunteer fairs, National Volunteer Week, International Volunteer Day, Together for Christmas etc.
- Participate in Volunteer Ireland's Placement Officers Forum (POF); and other VI/VC network working groups where appropriate.
- Support the Manager/board in the continuous quality improvement of the Centre, the Quality Standards Framework, and the National Volunteer Strategy.
- Actively participate in peer learning and development within the Centre.
- Formulate reports/communications, as requested, for the purposes of board reports, press releases, funding proposals, progress reports and communications with stakeholders including volunteers.

- Represent the Centre in community events and meetings relevant to the volunteer sector.

The above role profile is not intended to be a comprehensive list of all duties involved and the post holder may be required to perform other duties as appropriate to the post. These would be discussed in detail with your line manager as they arise.

Person Specification:

Essential:

- Commitment to the concept of volunteering and objectives of the post.
- Paid or voluntary experience in a related field e.g., community or voluntary sector
- Strong understanding of the barriers faced by marginalised groups in engaging with civil society
- Commitment to the values of Dublin City Volunteer Centre: Empowering, Innovative, Inclusive & Respectful, Collaborative, Professional
- Excellent English communication skills, both written and oral
- Strong organisational, administrative and IT skills
- Accurate and methodological approach
- Ability to advise, inform, motivate, and support individuals and organisations
- Ability to work as part of a team and foster culture of collaboration
- Self-motivated with a friendly and approachable manner

Desirable:

- A relevant third level qualification
- Familiarity with the asylum/international protection process
- Experience in delivering training particularly in community/voluntary sector
- QQI Level 6 Train the Trainer
- A working knowledge of 'Salesforce'
- Experience of volunteer management
- Experience of event management

Application Process:

Applications by CV should be submitted online [here](#) before **Monday 6th January 2025 at 5pm**