

<b>TITLE</b>	Volunteer Rostering and Support Officer
<b>REPORTS TO</b>	National Clinic and Volunteer Development Manager
<b>WORKING HOURS</b>	Full-time (Maternity Leave Cover)

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### **Overview**

FLAC is a human rights organisation which exists to promote equal access to justice for all.

### **Free Legal Advice Clinics**

FLAC provides a network of Free Legal Advice Clinics operated in partnership with Citizens Information Services (CIS's). Free legal advice is provided in 94 clinics by over 500 volunteer lawyers in 67 Citizen Information Centres throughout the country.

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### **Job Description**

The Volunteer Rostering and Support Officer will be responsible for efficient administration of clinic rosters and supports to FLAC volunteers and Citizen Information Centres (CIC's) within a number of Citizen Information Services (CIS'S).

The Volunteer Rostering and Support Officer will contribute to the delivery of FLAC's volunteer management service which ensures good governance, compliance and best practice in Free Legal Advice Clinics throughout the country.

### **Responsibilities**

#### **1. Volunteer Scheduling and Roster Coordination**

- Compile rosters for clinics in consultation with volunteers
- Schedule and monitor the attendance of volunteers in Free Legal Advice Clinics ensuring continuity of services
- Confirm and amend weekly volunteer rosters on a daily basis for the next working day
- Manage volunteer cancellations and swaps ensuring that replacement volunteer are found in a timely and systematic way
- Ensure that volunteers with the required experience and skills are rostered to appropriate clinics
- Liaise with clinics partners (CIC's) to confirm volunteers for daily clinics
- Cover the volunteer phone daily, including some out of office hours
- Deal with volunteer queries and issues as they arise, referring them to the Clinics and Volunteer Development Manager as necessary
- Advanced planning to ensure roster gaps are filled
- Liaise with Telephone Information Line staff to ensure smooth running of remote clinics
- Administer confirmation of Service User appointments in remote clinics

## **2. Relationship Building**

- Build strong relationships with all relevant external stakeholders, CIS's, CIC's, CIC Development Managers
- Build positive and professional relationships with volunteers to support their volunteering and to ensure all volunteers understand their role within FLAC
- Liaise and support Regional and Development Managers in CIS's with agreed visits throughout the year

## **3. Volunteer Recruitment**

- Support the development and implementation of FLAC's national volunteer recruitment strategy
- Process volunteer applications including screening, induction and sit-in's
- Liaise with and support CIS's with volunteer recruitment
- Monitor volunteer compliance with FLAC volunteer Guidelines
- Co-facilitate Volunteer Induction sessions
- Monitor volunteer numbers to assigned clinics to identify and fill volunteer vacancies
- Contribute to the promotion of volunteering with FLAC

## **4. Volunteer Training and Support**

- Plan and coordinate the delivery of continuous professional development (CPD) training for volunteers
- Liaise with trainers and facilitators to brief on training requirements
- Ensure that volunteers receive CPD certs for training attended
- Contribute to the recognition of volunteers through identified schemes and ceremonies

## **5. Volunteer and Clinic Policies and Procedures**

- Ensure volunteers are aware of the services provided by other organisations
- Inform all volunteers of FLAC's mission and campaigns encouraging the volunteer to direct service users to other relevant organisations
- Inform volunteers of their roles and responsibilities under each of the procedures
- Promote and monitor compliance with FLAC's Data Collection Programme by volunteers and CIC's

## **6. Administration**

- Maintain accurate records for regular reporting to CIB, FLAC and other stakeholders as necessary
- Support the administration of obtaining feedback from stakeholders
- Compile reports of activity as requested
- Comply with FLAC's Health and Safety policies and procedures
- Any other duties as reasonably may be required from time to time in connection with this post

## **QUALIFICATIONS, EXPERIENCE AND COMPETENCIES**

The successful candidate will have:

### **QUALIFICATIONS**

- A relevant degree
- Relevant Volunteer Management training

### **EXPERIENCE**

- Experience of scheduling, rostering and administration of volunteers
- Experience of supporting volunteers
- Experience of establishing effective working relationships with numerous stakeholders
- Knowledge of Salesforce or other CRM databases

### **COMPETENCIES**

#### **Essential**

- Strong administration and organisation skills
- Attention to detail
- Proven problem solving skills
- Capacity to manage stress
- Excellent interpersonal and communication skills are essential
- Good telephone manner
- Excellent IT skills with competency in Microsoft Office (Word, Excel)
- Fast learner, ability to work on own initiative
- Flexibility
- Ability to take direction and work as part of a team

### **TERMS AND CONDITIONS**

This position is offered on a 6-month maternity cover contract from August 2021.

### **HOURS OF WORK**

The hours of work for this role will be c. 35 hours. Hours will be flexible but are envisaged to be 9 – 5.30pm Monday to Thursday and 9am-2pm on Fridays.

### **TO APPLY**

Please send CV and covering letter to [recruitment@flac.ie](mailto:recruitment@flac.ie) , setting out how you meet the criteria for this position on or before **22<sup>nd</sup> June 2021**.