CHSS Role Profile

Job Title: Volunteering Officer (Recruitment, Induction & Training)	
Directorate: External Engagement and Service Development	**Level:** *3*

Reports to: Volunteering Development Lead (Services)

Role Purpose:

The Volunteering Officer (Recruitment, Induction & Training) role is a pivotal opportunity to turn ambition into action. You will lead the drive to recruit, welcome, induct and train hundreds of volunteers, who will bring our community self-management model to life—building a passionate, confident and diverse volunteer community that can reach more people, in more places. By delivering an exceptional journey from first enquiry to active involvement, you will help deliver our ambitious strategy and enable people living with long-term conditions across Scotland to access the supported self-management they need to live their lives well.

- To act as subject matter expert on volunteering and translator of service delivery needs volunteering opportunities for the charity.
- Promote volunteering opportunities through internal and external platforms, community social media and networks, Third Sector Interfaces (TSIs), education and business contacts, recruitment fairs and local events.
- Respond to enquiries promptly and support prospective volunteers to identify roles that are right for them.
- Review applications and assess suitability in line with role requirements and CHSS processes.
- Conduct volunteer interviews to explore suitability, motivations and the right opportunity for both the volunteer and CHSS.
- Support volunteers to complete references, safeguarding checks and required onboarding steps.
- Maintain regular engagement with volunteers throughout the recruitment and induction journey.
- Identify barriers to volunteering and work to make the recruitment, induction and training experience accessible and inclusive as possible.
- Deliver bespoke CHSS volunteer training and support volunteers to complete required e-learning.
- Ensure a smooth handover of volunteers to service delivery teams, including introductions to volunteer managers and confirmation of next steps.

- Track recruitment, induction and training progress, providing regular reporting against agreed targets.

The role will be assigned a primary geographic area for volunteer recruitment, with occasional travel across Scotland required to support colleagues and service delivery need.

Key Accountabilities:

Descriptor	**Performance Measure**
Volunteer recruitment • To act as subject matter expert on volunteering and translator of service delivery needs into volunteering opportunities for the charity. • Promote volunteering opportunities through external platforms, community networks, social media, Third Sector Interfaces (TSIs), education and business contacts, recruitment fairs and local events. • Respond to enquiries promptly and support prospective volunteers to identify roles that are right for them. • Review applications and assess suitability in line with role requirements and CHSS processes. • Conduct volunteer interviews to explore suitability, motivations and the right opportunity for both the volunteer and CHSS.	• Recruitment activity plan and tracker completed and maintained. • Agreed recruitment targets met or exceeded: Between 80-105 volunteers in the first year depending on geographic area. • Positive and sustained relationships with TSIs, community networks and businesses in locality. • Enquiries, applications, interviews completed in line with agreed timescales.
Welcome and induction	• References, safeguarding checks and induction

• Support volunteers to complete references, safeguarding checks and required induction steps. • Maintain regular engagement with volunteers throughout the recruitment and induction journey. • Identify barriers to volunteering and work to make the recruitment, induction and training experience as accessible and inclusive as possible.	requirements completed in line with CHSS procedures. • Volunteers receive clear, timely communication and feel supported throughout the process. Demonstrated through volunteer survey feedback. • Reasonable adjustments and accessibility needs are identified, recorded and actioned.
Training and handover • Deliver bespoke CHSS volunteer training and support volunteers to complete required e-learning. • Ensure a smooth handover to service delivery teams, including introductions to managers and confirmation of next steps. • Track recruitment, induction and training progress, providing regular reporting against agreed targets.	• Training sessions and required e-learning are completed before volunteers move into role. • Clear handover information is shared with service delivery teams and volunteer managers. • Accurate recruitment, induction and training data is maintained and reported regularly against agreed targets.
External engagement	
• Successfully connect CHSS with external stakeholders, effectively emphasising the value and offer from CHSS utilising the External Engagement Toolkit as a point of reference • Understand the CHSS standards for External Engagement and how this is directly linked to achieving ambitions set out in No Life Half Lived strategy. • Ensure interactions with external stakeholders is positive. • Understand current priorities with External Engagement and consideration to how your role can contribute to improving reach.	• CRM insights • Increased reach • Increased referrals into CHSS • Improved opportunities for CHSS (income, relationships, increase profile) • Increased stakeholder awareness of CHSS

• Advocate CHSS mission, services, NLHL strategy and demonstrate the impact of our supports and services. • Collaborate positively on joint initiatives, events, and campaigns.	
Corporate Responsibilities	
The role will comply with: • Health & Safety • Safeguarding • General Data Protection Regulations • Equity, Diversity & Inclusion • Performance Management • Risk Management • Compliance This list is not exhaustive.	Decisions made are within levels of authority and compliant with CHSS policies, procedures and protocols.

Key Challenges

- Operating in a competitive volunteer recruitment environment and identifying effective ways to attract suitable volunteers.
- Building understanding of the third sector, health service delivery and community networks across a large geographical area.
- Balancing competing internal recruitment priorities while maintaining a positive volunteer experience.
- Ensuring recruitment, induction and training processes are accessible, inclusive, and completed within agreed timescales.

Key Relationships (Internal & External)

Internal
- CHSS volunteers and prospective volunteers
- Service delivery colleagues and volunteer managers
- Volunteering team

External
- Third Sector Interfaces and volunteer recruitment platforms
- Community organisations, education providers and local networks
- Local contacts who can support volunteer recruitment and engagement

Skill & Experience:

Skills

- Highly organised, with excellent attention to detail and the ability to manage multiple priorities.
- Ability to work to agreed recruitment targets and monitor progress effectively.
- Strong written and verbal communication skills, with the ability to engage a wide range of audiences.
- Ability to handle confidential information sensitively and appropriately.
- Ability to work independently and collaboratively as part of a team.
- Confident delivering induction or training sessions and supporting e-learning completion.

Experience

- Experience of working with volunteers, including an understanding of volunteer recruitment, induction and training.
- Experience of building positive relationships with internal teams and external community partners.
- Experience of maintaining accurate records and reporting progress against agreed activity or targets.