

Volunteer Development & Youth Engagement Officer

Job Description

Salary:	£26,000 - £28,000 per annum
Responsible to:	Community Development Manager
Based:	Key House, 106 Key House, UB7 7BQ
Contract:	Permanent

About us:

H4All is a local delivery brand in Hillingdon operating under the charity Third Sector Together North West London (3ST) to deliver various community and preventative health services.

Our Community Development Team boosts the capacity and sustainability of the local VCSE by providing training, signposting, hosting forums, creating bespoke support packages and recruiting volunteers for local organisations. In addition to this we also deliver preventative health initiatives through our community champions programme, a volunteer led service that delivers health messaging in the borough.

Main purpose of the role:

The Volunteer Development & Youth Engagement Officer will support the growth and sustainability of Hillingdon's voluntary and community sector by recruiting, engaging and placing volunteers with local organisations. The role involves managing applications through the Volunteer Hub, interviewing prospective volunteers, matching successful candidates to appropriate roles, and undertaking community engagement activities to promote volunteering opportunities and increase awareness of the Volunteer Hub across the borough.

The postholder will also work with the Health and Wellbeing Programme Officer to recruit, coordinate and support a cohort of 18 to 25-year-old Community Champions, enabling young adults to deliver public health messaging, run health interventions, signpost residents to services, and share feedback on statutory services. Through ongoing community engagement and volunteer support, they will help young people develop their skills, confidence and employability, particularly for progression into future roles within health and social care.

Key Responsibilities of the Role:

- 1) Act as a key link between the Volunteer Hub and Community Champions programme, ensuring joined-up support and shared learning.
- 2) Interview, match and place volunteers into suitable roles, supporting them through onboarding to ensure successful placements.
- 3) To support VCSE organisations to develop and improve volunteer role descriptions in line with best practice.
- 4) To maintain the volunteer management system (Go Assemble), process volunteer applications, oversee day-to-day volunteer recruitment activity, and ensure opportunities remain accurate and up to date.
- 5) To arrange and deliver core induction training for new volunteers.
- 6) Develop and lead volunteer retention strategies, including recognition, progression pathways, and regular communication.
- 7) To coordinate and deliver face-to-face outreach by attending community events, public venues and volunteering fairs, proactively recruiting volunteers and building relationships with residents and community organisations.

- 8) Lead targeted outreach and engagement with young people aged 18–25, including partnerships with universities, youth services and employability programmes.
- 9) To work collaboratively with Jobcentre Plus and other employment-support organisations to identify and engage 18–25 year-olds who may benefit from volunteering.
- 10) To work collaboratively with the Health and Wellbeing Programme Officer to deliver community-based health engagement activities, including supporting blood pressure checks, finger-prick tests and public health messaging, to educate residents and improve access to services.
- 11) To support the development and distribution of materials promoting volunteering, the Community Champions programme, and public health messaging.
- 12) To work with the Marketing and Engagement and Community Development Officers to promote volunteering opportunities across Hillingdon, including online, through social media and via local networks, and to develop new volunteer recruitment channels.
- 13) To support VCSE groups to strengthen volunteer management through H4All's training and workshops.

Record keeping and monitoring:

- 1) To maintain monitoring and evaluation records, demonstrating the impact of volunteering across H4All and the VCSE.
- 2) To monitor feedback from volunteers, VCSE partners and stakeholders to ensure a high-quality service.

Learning and Development:

- 1) Take an active role in your professional development, engaging in learning opportunities provided and taking initiative to identify additional ways to develop your skills and knowledge.

General:

- 1) To ensure that Risk Management, Health and Safety, and fire regulations and procedures are adhered to in accordance with the Health and Safety Policies of the H4All organisations
- 2) To ensure compliance with H4All's/3ST's health and safety, risk management and safeguarding policies.
- 3) To maintain good working relationships with statutory services and other community and voluntary organisations.
- 4) To work flexibly around the needs of the job including occasional evening and weekend working; 'time off in lieu' arrangements are offered.
- 5) To ensure all activities are carried out in harmony with H4All's vision and within the spirit of its equal opportunities policy and to abide by the policies of H4All.
- 6) This outline covers the key responsibilities of the role, but additional tasks may be required to support the needs of the organisation.