

Volunteer Experience Intern

This internship is part of the Find a Solution programme which brings together current students and local Third Sector organisations to tackle issues of strategic importance through projects that will have a lasting impact.

The role will be for a total of 160 hours, to be worked flexibly between June and September (to be discussed with successful candidate). This role is open to 1st- to 4th-year undergraduates from any college.

About us

We are a community-led and grassroots organisation dynamically responding to the challenges faced by our community. Blackhill is in the top 5% of the Scottish Index of Multiple Deprivation, and local people face multiple challenges including poverty, poor mental and physical health, low levels of educational attainment, generational unemployment, drug and alcohol abuse, social isolation, etc. We take direction from our community and work to empower members of the community by providing numerous opportunities including volunteering. This has developed a dynamic way of working as a team with volunteering being a major part of what we offer to the community.

The role

As we have grown as an organisation over the last 25 years we have developed multiple spheres of work including bikes, food and growing, running our local community centre, gender-based violence prevention and youth work. As an organisation we offer many volunteer opportunities within these different spheres and have many volunteers working with us each day of the week. Across the organisation we work with approximately 50 volunteers. Working with volunteers is vital to our mission and aims, both because it allows us to extend our reach and how much we are able to achieve, but also because volunteering is a great way for local people to find meaningful occupation and routes to employment.

Our main challenge is that we don't have any organisational structure around volunteer roles. This can lead to wildly differing experiences for our volunteers, depending on where in the organisation they are based. They can experience patchy support and lack of opportunities to develop in their roles. The lack of exit process means we don't have any feedback from volunteers on their time with us and can't improve volunteer satisfaction and retention.

In order to be able to offer a better volunteering experience as we continue to grow as an organisation, we need to conduct some research around the experience of our current volunteers. The results of this research will shape our future approach to volunteering.

Improving the volunteer experience at SPYF would have hugely positive benefits for our organisation. Retaining volunteers would enable us to build mutually beneficial long-term relationships with our community, and would also reduce the amount of staff time taken up with recruiting and training volunteers. We would like to be able to offer well-defined volunteer roles including onboarding and exit processes, progression and development to increase volunteer satisfaction. As an organisation we would also benefit from improving our ongoing volunteer feedback processes in order to capture our successes and demonstrate the impact that offering these opportunities has on our community.

This project would make a real difference for SPYF. As we expand our work and create more volunteer roles we want to include feedback from our current volunteers as much as possible, and this project would increase our capacity to do this. We would benefit greatly from the specialist knowledge which students would bring to this project, and also from an outside perspective which could offer creative responses to this issue. They could act as key actors enabling us to grow our capacity and scale of our work at a key time in our development.

Main duties & responsibilities

- Write a report on the volunteering experience at SPYF, including data on the volunteer experience, our current strengths and weaknesses, support offered to volunteers, and future recommendations.
- Gather data through:
 - Attending and observing volunteering sessions/experiences across the organisation
 - Speaking with senior managers and those involved in the management of volunteers
- Planning and delivering a volunteer consultation in the form of:
 - A survey to be completed by as many of our volunteers as possible
 - Interviews with current volunteers, including at least one from each sphere where possible
- Create a basic organisation-wide induction document, exit interview template and feedback procedures
- Meet with our Senior Management Team to outline and embed the refreshed procedures around volunteering

What makes this internship stand out? (training, benefits etc)

SPYF is a passionate, committed grassroots community organisation, changing lives in North East Glasgow since 1997. We are at a really exciting point in the development of our organisation and this internship presents a brilliant opportunity to positively influence our direction over the next few years.

Length of Internship (in weeks)

8 weeks

Starting month

July

Paid or voluntary

Paid

Is the internship part-time or full-time?

Part-time

For part-time roles, how many hours will the student work per week?

20

Required Year Group

Undergraduate 1st year

Undergraduate 2nd year

Undergraduate 3rd year

Undergraduate 4th year

Targeted College

College of Arts

College of Medicine, Veterinary and Life Sciences

College of Science and Engineering

College of Social Sciences

Any

Required Degree Discipline

Any

The essential criteria for the role are

E1. A friendly and approachable manner

E2. Good communication skills and the ability to speak with a wide range of people

E3. A commitment to our aims and a non-judgmental approach

E4. Good computer literacy including familiarity with Google Suite

E5. Good timekeeping skills