

## **JOB DESCRIPTION**

**Job Title:** Volunteer Coordinator  
**Responsible to:** Director and Management Committee  
**Reporting to:** Community Initiatives Manager  
**Hours:-** 21 hours per week

### **OBJECTIVES OF THE POST**

This post has been created to introduce and maximise the role of volunteers within our welfare rights and money advice service (Advise Team).

### **KEY RESPONSIBILITIES**

#### **Volunteer Support and Development**

1. Liaise with Southside Housing Association's Advice Team to understand how they work and assess their volunteering needs.
2. Identify and develop appropriate volunteering opportunities and role descriptions based on the needs of the Advice Team.
3. Raise staff awareness of the role and function of volunteers.
4. Promote volunteering (internally and externally) through recruitment and publicity strategies and campaigns.
5. Interview and recruit volunteers and ensure they are appropriately matched and trained for their position.
6. Ensure there is an appropriate induction, support and training for volunteers.
7. Be responsible for the deployment of the volunteers.
8. Monitor, support, motivate and accredit volunteers and their contribution.
9. Celebrate volunteering by nominating volunteers for awards and organising recognition and celebration events.

10. Offer advice and information to volunteers through face-to-face, telephone and email contact.
11. Organise profile-raising events to attract new volunteers.

### **Administrative Responsibilities**

12. Assist with managing budgets and resources, including the reimbursement of expenses.
13. Produce publicity material and promote the work of the volunteers/project in general.
14. Review and develop information, record keeping and reporting.
15. Implement policies and procedures that ensure regulatory and statutory compliance including data protection and confidentiality.

### **Policy Development & Quality Assurance**

16. Research, write and keep up to date, volunteer policies and procedures, including risk assessments.
17. Work with multiple agencies across different sectors in order to establish good working relationships to influence decisions about volunteering.
18. Monitor and evaluate activities and provide written reports for funders and the Management Committee.
19. Maintain database and collect and collate information and undertake any other administrative duties related to the post.
20. Facilitate feedback from clients and volunteers and use this information to develop and improve the service offered.

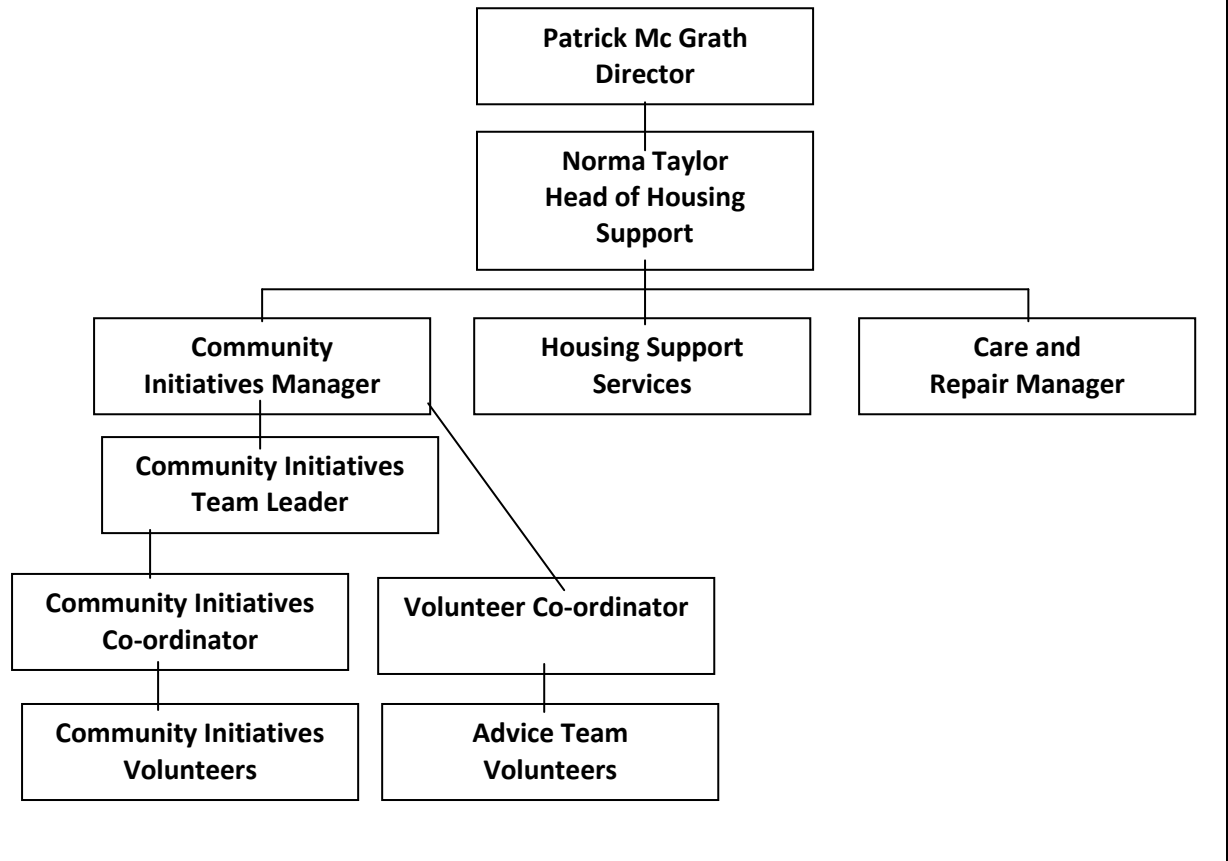
### **Personal Development**

21. Keep up to date on matters related to the work of the organisation and make improvements that will contribute to personal and organisational effectiveness.
22. Attend training to ensure that skills and knowledge are up to date and maintain any professional registration through achieving CPD requirements.

### **Other Duties**

23. Attend training seminars, organisational conferences or events. This may occasionally require attendance in the evenings.
24. Any other duties, consistent with the post, as required.

**Position in Structure:**



**Reward, incentive, conditions:**

**EVH Grade 6**

21 hour working week over 3 days a week, Monday to Friday 9.00am – 5.00pm.

Flexi system in place

Salaried position with 25 days annual leave plus 15 days public holidays. Pro Rata

Defined Contribution Pension Scheme

**Person Specification: separate document**

**Any special circumstances or planning issues:**

This is a temporary position linked to Big Lottery Funding.

The post will require work in the evenings and at weekends.

Job Holder: .....

Issue Date: .....