

JOB DESCRIPTION

Job Title: Volunteer Coordinator
Responsible to: Director and Management Committee
Reporting to: Head of Support Services
Hours:- 21 hours per week

OBJECTIVES OF THE POST

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

KEY RESPONSIBILITIES

Volunteer Support and Development

1. Liaise with the Advice Team within Southside Housing Association to understand how they work and assess their volunteering needs.
2. Generate appropriate volunteering opportunities and role descriptions based on the needs of the Advice Team.
3. Raise staff awareness of the role and the function of volunteers.
4. Ensure there is appropriate support and training for volunteers.
5. Promote volunteering (internally and externally) through recruitment and publicity strategies and campaigns.
6. Interview and recruit volunteers and ensure they are appropriately matched and trained for their position.
7. Provide induction and ongoing training and development opportunities.
8. Be responsible for the deployment and attendance of the volunteers.
9. Monitor, support, motivate and accredit volunteers and their work.
10. Celebrate volunteering by nominating volunteers for awards and organising recognition and celebration events.
11. Offer advice and information to volunteers through face-to-face, telephone and email contact.
12. Organise profile-raising events to attract new volunteers.

Southside

HOUSING ASSOCIATION

Administrative Responsibilities

13. Managing budgets and resources, including the reimbursement of expenses.
14. Produce publicity material and promote the work of the project in general.
15. Review and develop information, recording and reporting and processes for volunteers across SHA.
16. Implement policies and procedures that ensure regulatory and statutory compliance including data protection and confidentiality.

Policy Development & Quality Assurance

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

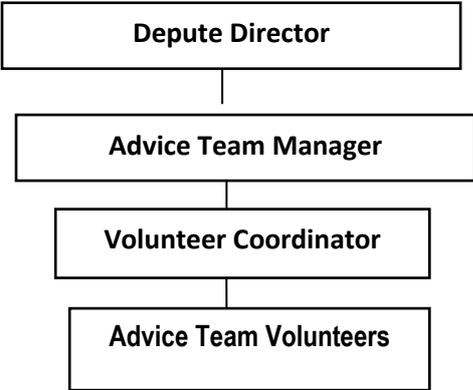
Personal Development

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

Other Duties

24. To attend training seminars, organisational conferences or events. This may occasionally require attendance in the evenings.
25. To attend Neighbourhood and Management Committee meetings and provide reports, as required.
26. 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 or other mutually agreeable work pattern, 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: Attached

Any special circumstances or planning issues:

This is a temporary position linked to Big Lottery Funding.

Job Holder:

Issue Date:

PERSON SPECIFICATION

POST: Volunteer Coordinator		DATE: June 2019	
1.0	Education and Experience	Essential	Desirable
1.1	A minimum of two years recent, direct experience of working in a related environment.	*	
1.2	A qualification to HND or degree level in community development/education, human resource management, social care, youth/social work or similar		*
2.0	Knowledge, Skills and Abilities	Essential	Desirable
2.1	Excellent communication skills and strong interpersonal skills and the ability to deal with a diverse range of people.	*	
2.2	Experience of managing or coordinating projects and managing staff or volunteers.	*	
2.3	An empathy with volunteers and an understanding of their needs.		
2.4	The capacity to inspire and motivate others informally and through support, supervision and training.	*	
2.5	Experience of working across different sectors and developing links with other agencies.	*	
2.6	The post holder will have a sound commitment to all aspects of anti-discriminatory and be able to demonstrate an understanding of delivering services to service users from a range of backgrounds.	*	
2.7	Excellent customer facing skills and ability to communicate at all levels and particularly the ability to deal with information in a confidential manner and respond with sensitivity.	*	
2.8	A flexible and non-judgemental approach to people and work with good organisational skills and the ability to manage a variety of tasks.	*	
2.9	The post holder will have sound knowledge of policies and procedures and the ability to interpret them to resolve problems.	*	
2.10	Excellent written and oral communication, presentation and reporting skills.	*	
2.11	Good IT skills and experience including Outlook, Word and Excel and using databases is essential.	*	
2.12	The postholder will demonstrate excellent interpersonal skills, the ability to build a rapport with service users to respond to their varied needs and to develop effective working relationships with internal and external colleagues.	*	
2.13	Access to your own car and a full, clean driving licence and insurance cover for business use of a vehicle for Association business.		*