



## Volunteer Coordinator

### Job description and person specification

Job title:	Volunteer Coordinator
Working hours:	37 hours per week
Salary:	£24,449 to £27,570
Location:	Oakwood House, Coventry CV1 2HL and at outreach venues across the city
Responsible for:	Volunteers within the service
Responsible to:	Advice Services Director

### Job Purpose

The Volunteer Coordinator will be central to our success in recruiting and retaining the volunteers we need to deliver our objectives. This includes our core service providing free and confidential information, advice and support to Coventry residents.

The post holder will recruit, train and support volunteers in a variety of roles across the organisation, including administration, support and advice delivery. They will seek to recruit volunteers who reflect the diversity of the community. This will include volunteers who can support clients from the BAME community, where English is not their first language, and volunteers with experience of disability, including mental and physical health issues.

The post holder will also develop relationships with local businesses, community groups and other stakeholders to add value to our organisation and to create additional opportunities for volunteering and support.

### Responsibilities

#### Volunteer recruitment, training and support

- To develop and maintain links with local community groups and other organisations and businesses to recruit volunteers to assist the organisations charitable aims.
- To match volunteers with suitable volunteering opportunities within the organisation.
- To coordinate, develop and deliver appropriate training for volunteers.
- To develop and maintain links with external training providers for the progression of volunteers towards employability.
- To monitor and review volunteer placements to ensure volunteers receive sufficient support and achieve their goals.

### Volunteer management

- To develop good practice policies and procedures in volunteer management and ensure Coventry Independent Advice Service staff are fully trained in these practices.
- To work with staff to develop new volunteering opportunities.

### Partnership working

- To develop and maintain good working relationships and referral pathways with relevant organisations that provides training and volunteering opportunities.
- To build relationships with corporate organisations to develop and run activities supporting their CSR programmes and volunteer workdays.

### Information, marketing and promotion

- To design and disseminate marketing materials to promote the volunteering programme to a wide range of audiences.
- To attend events, such as volunteer fairs and community events, to promote our volunteering programme.
- To organise recruitment events, such as workshops and talks, to promote our volunteering programme.
- To promote volunteering opportunities via social media, newsletter bulletins and through websites.
- To utilise local and regional networks and brokerage services to promote volunteering opportunities.

### Monitoring and evaluation

- To ensure the funding requirements are met and that the impact of the work is recorded, monitored and evaluated.
- To provide reports as required.
- To ensure databases are accurately updated and maintained.
- To identify where gaps exist in service provision.

### Other responsibilities

- To be aware of and work to actively implement organisational policies, particularly around equality and diversity, health and safety, safeguarding, confidentiality and data protection.
- Any other duties as delegated by the Director of Service that are appropriate to the scope and responsibility of the role.

## Person Specification

Quality	Job Requirements	Measured by:
Experience	<ul style="list-style-type: none"> <li>• Experience of leading, motivating and effectively managing others.</li> <li>• Experience of assessing competence.</li> <li>• Experience of designing and delivering training.</li> <li>• (Desirable) Experience of managing and developing volunteers within the charity sector.</li> </ul>	<ul style="list-style-type: none"> <li>• Application form and interview.</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>• An understanding of social trends, their implications for clients and for service provision.</li> <li>• An understanding of and commitment to equality and the positive value of diversity.</li> <li>• Good knowledge of safeguarding practice.</li> <li>• Deep understanding of the value of volunteering.</li> </ul>	<ul style="list-style-type: none"> <li>• Application form and interview.</li> </ul>
Skills	<ul style="list-style-type: none"> <li>• Strong written and oral communication skills, with excellent attention to detail and the ability to convey complex information concisely and accurately.</li> <li>• Ability to motivate and encourage.</li> <li>• Ability to work on own initiative and flexibly as part of a team.</li> <li>• Ability to use IT packages, including word processing and spreadsheets, and the ability to use email and maintain an electronic diary.</li> </ul>	<ul style="list-style-type: none"> <li>• Application form and interview.</li> </ul>
Behaviours	<ul style="list-style-type: none"> <li>• You adopt a 'can-do' attitude in all the work you deliver, ensuring it meets the needs of current and potential customers.</li> <li>• You are accountable for your own performance and development, and you take responsibility for your actions and decisions.</li> <li>• You work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or the communities we serve.</li> <li>• You promote equality and diversity and actively work to minimise harm to others.</li> </ul>	<ul style="list-style-type: none"> <li>• Application form and interview.</li> </ul>
Other requirements	<ul style="list-style-type: none"> <li>• An understanding and commitment to work within the aims and principles of Coventry Independent Advice Service.</li> <li>• To undertake travel around the city to visit other organisations and venues and attend meetings.</li> </ul>	<ul style="list-style-type: none"> <li>• Application form and interview.</li> </ul>

	<ul style="list-style-type: none"><li>• To work in the evening or weekends on occasion.</li><li>• Willingness to submit to an enhanced Disclosure and Barring Service (DBS) check.</li><li>• (Desirable) To have use of your own vehicle.</li><li>• (Desirable) To be able to communicate in another community language.</li></ul>	
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