



Volunteer Coordinator Job Description

Job brief:

We are looking for a Volunteer Coordinator to recruit and manage volunteers. You will be responsible for allocating responsibilities and retaining the best people.

Responsible to:

Chief Executive
Impact Projects Manager

Responsibilities:

As a volunteer coordinator, you will need to:

- generate appropriate volunteering opportunities and role descriptions based on the needs of the organisation
- recruit, interview and place applicants for volunteer work
- organise rotas and provide inductions, training and appropriate support for volunteers
- liaise with staff regularly to assess numbers of volunteers
- evaluate all aspects of volunteer programmes to ensure effectiveness and to recommend/implement changes as appropriate
- offer advice and information to volunteers through face-to-face, telephone and email contact
- promote volunteering (internally and externally) through recruitment and publicity strategies and campaigns
- identify community outreach opportunities such as fairs, festivals, local markets and organizations
- celebrate volunteering by nominating volunteers for awards and organise celebration events
- attend staff meetings and occasional Board meetings
- with the CEO develop and manage volunteer policies, procedures, and standards of volunteer service
- keep up to date with legislation and policy related to volunteering
- monitor and evaluate activities and write quarterly updates for trustees
- maintain databases and undertake any other administrative duties
- work in a team, contributing to effective team working and participating in reviews of service delivery standards.
- promote and ensure the good reputation of the organisation.
- notify the Chief Executive, as soon as possible of your inability to report for work, and on your return to work from all periods of absence.
- undertake agreed training and development activities to assist in the Volunteer Co-ordinator role.
- to demonstrate a commitment to The Hive Avon Ltd's values.
- ensure maintenance of confidentiality in respect of records, those receiving the service, staff, the organisation and third-party information



Equal Opportunities & Diversity

- Ensure that the delivery of the service is underpinned by a commitment to equality of opportunity and diversity.

SKILLS / ABILITIES

Required:

- Proven ability to work on own initiative and as part of a team
- A commitment to a service which provides support to vulnerable individuals, and which is respectful to the individuals' wishes
- Good communication skills (written and verbal). Ability to communicate effectively with clients, colleagues, managers and other persons with an interest in the organisation
- Commitment to training and development
- Proficient in basic computer applications, such as word processing, spreadsheets and simple databases
- Record keeping skills (for admissions and marketing)
- Organization and planning skills
- Ability to make presentations to other organisations
- Ability to conduct one's self in a calm and professional demeanour when dealing with volunteers and/or with difficult situations
- Ability to work well with a diverse group of staff and volunteers
- Ability to effectively manage a wide array of tasks, projects, and responsibilities
- Ability to work productively in an unstructured environment with frequent interruptions

Desired:

- Flexible and innovative approach to working
- Decision-making and problem-solving skills
- Willingness to adjust hours to accommodate the needs of the job
- Knowledge and understanding of issues relating to people with learning disabilities
- Knowledge and understanding of issues relating to volunteering

EXPERIENCE

Required:

- Have job-related experience, such as working/volunteering in a voluntary organisation, managing volunteer programmes and/or leading teams

Desired:

- Experience of working in a multi-disciplinary setting



EDUCATION, SPECIALIST KNOWLEDGE & QUALIFICATIONS

Required:

- Good general education

OTHER

Required:

- Satisfactory Police Check and check against the POVA List (where applicable)
- Self-motivation and flexibility
- Commitment to the aims & objectives of the service and of The Hive Avon Ltd.
- Knowledge and commitment regarding Equal Opportunities
- A commitment to undertake training and development as required
- Honesty, reliability and trustworthiness

This Job Description indicates only the main duties and responsibilities of the post. It is not intended as an exhaustive list.

The Hive Avon Ltd reserves the right to amend this Job Description from time to time, according to business needs. Any changes will be confirmed in writing. Please note that you share with The Hive Avon Ltd the responsibility for making suggestions to alter the scope of your duties and improve the effectiveness of your post.

Time Commitments

- 10 hours per week to be worked flexibly if required
- Must be available for special events and training