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| **Job title:**Volunteer Coordinator | **Hours:**38 hours (Flexible with options for home working) |
| **Closing Date:**Monday, 28th February 2025 by 17:00pm | **Salary:** £24,000 – £27,500 per annum (depending on experience) |
| **Location:**Fife | **Division:**Support Services |
| **Reports To:**Support Services Manager (SSM) | **Responsible For:**Supported & Unsupported VolunteersWork Placements |
| **Internal Working Relationships:**Management TeamCoordinators | **External Working Relationships:**Employment AgenciesVoluntary & Statutory SectorForum GroupsCommunity Groups |
| **Equipment Provided:**Laptop and mobile phone | **Travel Expenses:**Casual Rate |

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| **Job Purpose:**Responsible for designing and organising a programme of volunteer led activities in partnership with the Support Service Manager (SMS and assessing organisational needs to determine number and range of volunteers needed for projects and activities to meet the needs of vulnerable adults as well as community members offering their commitment. |

**1. Main Functions of Post**

* 1. Manage volunteer recruitment by advertising for available positions, interview candidates and matching them with appropriate roles and projects
	2. Responsible for orientating, supervising and supporting volunteers and work placements
	3. Responsible for ensuring that Volunteers adhere to organisational policies and procedures and promote the organisation and its volunteer accomplishments to potential volunteers and funders
	4. Ensure that Service Level Agreement outputs and outcomes are achieved and periodical reporting produced.
	5. Make expectations of Volunteers clear and ensure they adhere to health and safety, professional boundaries and maintain positive relationships at all times with all stakeholders

**Key areas of responsibilities**

1. **Management of Volunteers**
	1. Consult with colleagues to create role descriptions for all volunteer positions

* 1. Following established referral procedures and agree terms of engagement for volunteers
	2. To develop a supportive relationship with volunteers and provide supervision and support to them as required
	3. Deliver orientation inductions for new volunteers
	4. Cultivate a positive and supportive atmosphere by recognising volunteer efforts and assisting volunteers with their own ambitions and goals
	5. Review and update information regarding the volunteer handbook, policies and procedures
	6. Plan and coordinate volunteers to undertake work and meaningful occupation
	7. Organise social events for volunteers
	8. Complete internal and external applications highlighting the work of nominated volunteers for awards of achievement and recognition of their work
1. **Promoting Volunteering**

 3.1 Promote the organisation, its volunteer efforts, and its accomplishments internally and externally including online platforms including website, Intranet, social media, blogs etc.

3.2 Actively promote the support services to potential referrers and service users, including giving presentations to external agencies and attending events seeking those in need of our service.

1. **Reporting**
	1. Monitor, evaluate and prepare reports on all volunteers’ activities through maintaining appropriate and accurate records, reports and statistics.
	2. Present updates and metrics to SSM in writing and deliver presentations
	3. Maintain records of volunteers’ personal details, availability and work completed in accordance with GDPR.
2. **Administration and Finance**
	1. Ensure that volunteer expenses have been issued with signature and copy of bus passes etc.
	2. Ensure that expenses claim forms are submitted to Finance when volunteers are recruited.
3. **Security and Health & Safety**
	1. Log all accidents in the reporting app and report to line manager
	2. Respect confidentiality of all information obtained whilst working at Castle
	3. Ensure that staff, clients, volunteers and work placements adhere to the organisation’s Health & Safety, Equal Opportunities, Protection of Vulnerable Adults and Safe Working Practices etc.
4. **General Duties:**
	1. Contribute to the wider development of the organisation, contribute to staff meetings and work harmoniously with colleagues and external partners, supporting others in their work.
	2. Achieve agreed performance targets and participate in regular supervision and personal reviews.
	3. Engage in training, identify personal and professional development needs and continuously seek to refresh knowledge in relation to the job.
	4. Treat with confidentiality any information about any organisation, its staff, volunteers or clients that is sensitive, personal or private.
5. **Other**
	1. This job description cannot cover every issue or task that may arise within the scope of the post. The post holder will be expected to carry out other duties from time to time which are consistent with the requirements of the organisation

# PERSON SPECIFICATION

Detailed below are the skills, experience and knowledge that are required of applicants applying for the post. The “Essential Requirements” indicate the minimum requirements.

The points detailed under “Desirable Requirements” are additional attributes to enable the applicant to perform the position more effectively. They are not essential but may be used to distinguish between candidates. The candidates’ application form will be used in the first instance to assess suitability. This if appropriate will be followed by an interview.

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| Personal Skills/ Characteristics | Essential | Desirable |
| **Qualifications** |
| Educated to degree level or equivalent, or equivalent professional experience/qualification in a relevant area. OrLevel 7 Award in Managing Volunteers | √ |  |
| Ability to demonstrate continuous improvement and self-development | √ |  |
| **Experience** |
| Service planning, operational delivery and monitoring and improvement | √ |  |
| Experience in a related post and demonstrate competence to undertake the duties required | √ |  |
| Reporting on service performance including a sound understanding of performance data, KPI / SLA metrics | √ |  |
| Experience in volunteer management and recruitment | √ |  |
| Experience of managing change and implementing new ways of working |  | √ |
| Delivering services or activities | √ |  |
| Delivering training  |  | √ |
| **Competencies and Skills** |
| Strong verbal and written communication skills | √ |  |
| Preparing and delivering effective presentations and facilitating meetings | √ |  |
| Experience in the use of IT systems and applications  | √ |  |
| Mentoring/coaching skills |  | √ |
| **People Management** |
| Experience of leading, inspiring and managing volunteers that inspires trust and confidence. | √ |  |
| Knowledge of the Impact of health inequalities on stress and mental health |  | √ |
| Knowledge of legislation, e.g. Equality & Diversity, Vulnerable Adult Protection, etc. |  | √ |
| **Management & Planning** |
| Experience of developing, monitoring and evaluating volunteering programmes and activities | √ |  |
| Experience of monitoring resources  |  | √ |
| **Personal Characteristics** |
| Excellent problem solver and communication skills | √ |  |
| Capable of using own initiative and meeting tight deadlines | √ |  |
| Ability to organise, plan and prioritise on own initiative, including when under pressure and meeting deadlines. | √ |  |
| Ability to build and maintain effective working relationships and a positive attitude towards collaborative work with peers, colleagues and other professionals. | √ |  |
| **Other** |
| Access to own method of transport to be able to travel as required | √ |  |
| The role will require travel within the Fife region. | √ |  |