



JOB DESCRIPTION & PERSON SPECIFICATION

POST:	Volunteer Coordinator
LOCATION:	Perth Airport, Scone or Aberdeen Airport (with some home working)
RESPONSIBLE TO:	Director of Fundraising & Communications
HOURS:	37.5 hours per week, full-time
SALARY:	Range £20k - £25k (depending on skills and experience)

THE ORGANISATION

Scotland's Charity Air Ambulance (SCAA) launched in May 2013 at Perth Airport to provide air ambulance capability to complement statutory resources across Scotland, delivering emergency relief of serious sickness and injury and assist the speed of recovery in time critical medical emergencies.

Over the last 8 years, SCAA has responded to almost 3,000 call-outs, increased its operational hours from 10 - 12 and introduced a second full-funded air ambulance based in Aberdeen.

OUR VISION

To provide a valued, sustainable, leading edge national air ambulance service that is integral to emergency services in Scotland.

OUR MISSION

To save lives through the urgency and quality of our response to time-critical emergencies.

OUR ETHOS

Fast, professional, responsible, innovative, visible.

OUR VALUES

- One team in all we do
- Safety and risk alert
- Passion, care and compassion
- Transparency, honesty, integrity
- Responsive, respectful and inclusive

OVERALL PURPOSE OF ROLE

Scotland's Charity Air Ambulance currently enjoys support from over 100 dedicated volunteers. In line with the launch of a second lifesaving helicopter early in 2020 to serve more people more often in Scotland, we have plans to expand our volunteering activities to ultimately engage up to 400 volunteers with the charity.

With oversight from the Director of Fundraising & Communications, the Volunteer Coordinator will lead on delivering support for our volunteers, delivering training and supervision; driving volunteer recruitment and retention.

The Volunteer Coordinator will be required to work in close partnership with the Director of Fundraising & Communications, Community Fundraising Officers and the fundraising team and will be key to the implementation and ongoing growth, development and sustainability of the organisation.

POSITION IN ORGANISATION

- Reports directly to Director of Fundraising & Communications.
- Part of the Fundraising Team.
- No direct line management but will work closely with the charity team, volunteers, crew, CEO & Trustees.

KEY RESULT AREAS

1. Lead on all aspects of the day to day administration of a large team of volunteers and their activities, developing and inspiring them to deliver best possible practice to meet the needs of the communities we serve, recognising and developing volunteers' strengths and acting as an authentic role model.
2. Work in partnership with the fundraising team to ensure current and prospective SCAA volunteers receive a professional and coordinated response, with up to date, relevant advice and information.

3. Share and develop knowledge and skills to enhance the professional development of all volunteers.
4. In collaboration with colleagues, plan and deliver ways to recognise and celebrate volunteer success and achievements.
5. Manage any issues or conflicts relating to volunteers swiftly and with professionalism.
6. Support and put in place systems to enable two way communication between staff teams and volunteers including attendance at team meetings where appropriate, in order to maintain good communication within the charity, providing a forum to share experiences, improve skills and work collaboratively to enhance overall support.
7. Working with Communications and Marketing team develop and action a plan to promote and publicise volunteer opportunities with SCAA to expand the charity's volunteer capability.
8. Develop and review volunteer policies and procedures including a system for Disclosure checks which comply with organisational policies and current legislation.
9. Attend and actively participate in team meetings and other meetings as required by the Director of Fundraising & Communications.
10. Actively take part in SCAA's formal appraisal and supervision processes and be responsive to advice, feedback and direction as part of a process of continuous improvement.
11. Take responsibility for your own professional development, identifying and attending approved training which will support growth in the role.

12. Contribute to the growth and development of the organisation by gaining a detailed knowledge of Scotland's Charity Air Ambulance and proactively marketing the organisation.
13. Be able to evidence SCAA's values at all times, which underpin our mission 'To save lives through the urgency and quality of our response to time-critical emergencies' by:
 - a. Being people focused
 - b. Reflecting a 'can do' approach
 - c. Striving for excellence in everything we do
 - d. Having mutual respect for everyone we work with, work for and support through our services.
14. Comply with SCAA's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
15. Work flexibly as may be required by the needs of the charity, which will include some travel throughout Scotland.
16. Contribute to the smooth running of a busy fundraising team, supporting the the fundraising email and phones, assisting with banking duties and posting of materials to supporters where needed.
17. Manage a range of public enquiries.
18. Provide high standards of support to SCAA supporters, building and managing effective and long-term relationships.
18. Develop and build relationships with Community Fundraising Officers to support their work to meet objectives within the local community.
19. Input and maintain information on the charity database.
20. Carry out any other reasonable duties as required.

PERSON SPECIFICATION

The Volunteer Coordinator will be an ambassador for SCAA developing successful relationships within the community, ensuring high standards of supporter care. Productive internal relationships are required for this role, in particular with fundraising colleagues, volunteers the paramedics, and pilots.

ROLE: Volunteer Coordinator

AREA	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> • Educated to standard/ higher grade or equivalent 	<ul style="list-style-type: none"> • Specialist training/qualification e.g. Volunteer Scotland courses
Knowledge	<ul style="list-style-type: none"> • Excellent knowledge of the principles and methods of volunteering. • Understanding of the community and voluntary sector 	<ul style="list-style-type: none"> • Knowledge of legislation related to volunteering
Experience	<ul style="list-style-type: none"> • Previous experience in recruiting, managing and supporting volunteers • Experience of delivering presentations to small groups 	<ul style="list-style-type: none"> • Experience of delivering training • Experience of achieving / maintaining Volunteer Friendly / Investing In Volunteers status
Skills	<ul style="list-style-type: none"> • Excellent organisational skills, including ability to work on own initiative and to effectively manage and prioritise workload • Excellent interpersonal skills with a proven ability to initiate and develop relationships with a variety of different people • Creativity in developing volunteering initiatives • Excellent written and presentation skills • IT skills; word processing, databases and spreadsheets • Hard working and goal orientated • Close attention to detail 	<ul style="list-style-type: none"> • Software packages: Windows, Donorflex
Other	<ul style="list-style-type: none"> • Adaptable and flexible • A commitment to working with volunteers • Ability to travel throughout Scotland 	

	<ul style="list-style-type: none">• Willingness to work evenings and weekends as required	
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