

Job Description

Title	Volunteer & Service Coordinator
Line Manager	Head of Operations & Finance
Line Manages	No line management. Will supervise volunteers
Salary	Band 4, Point 1: £25,803
Location	Mixture of home working and working from our main office in Glasgow.
Contract	Permanent
Hours	35 hours per week (some evening and weekend work)
Annual Leave	35 days annual leave (including bank holidays)

About Cancer Support Scotland:

For Forty years, Cancer Support Scotland have helped people **live well with cancer**. Our purpose has always been to help people cope with what cancer means to them, in a way that works for them.

We are here for anyone affected by cancer, whether they are a person with cancer, a carer or loved one. Our wellbeing services range from professional one-to-one and digital counselling, stress management, 'HereForYou' phone calls and Self-help tools, to simply offering a tranquil place to collect your thoughts with a cup of tea.

In the last year Cancer Support Scotland has offered over 7,000 appointments and demand for our services is rising.

Our staff are based from home (Covid Dependant) and within the Calman Centre in Glasgow and our volunteers cover Scotland.

The Post:

We are looking for a committed and highly organised individual who will join our team as Volunteer & Services Coordinator. This individual will be responsible for all volunteer recruitment, induction, ongoing support, activities, along with the design and dissemination of volunteer newsletters and policies. This individual will be key in supporting our service volunteers across the country.

Cancer Support Scotland places a strong value on supporting people and taking a non-judgemental approach to our work. We therefore expect our Volunteer and Services Coordinator to provide a fantastic experience for our volunteers based on respect.

Key Responsibilities

Volunteer recruitment, training and support

- To develop and maintain links with local and national volunteer recruitment agencies

- To match volunteers with suitable volunteering opportunities in line with organisational priorities: fundraising, services, admin, gardeners, etc
- To coordinate, develop and deliver appropriate recruitment and training for new volunteers, Induction etc as well as the processing of Volunteers when leaving.
- To monitor and review volunteering across the organisation to ensure volunteers receive enough support including Support Catch up calls and ongoing training needs
- To work in partnership with colleagues in Fundraising, Wellbeing Services and Operations to ensure volunteers are provided with regular review meetings and ongoing support to fulfil their goals.
- To attend relevant events, such as volunteer fairs and community events to promote volunteer opportunities within the Charity.
- To source high quality case studies and adverts for volunteering
- Organise the recruitment, screening, PVG checks and annual review of all volunteers
- Produce regular Volunteer communication and newsletters ensuring all volunteers are informed of events across the organisation, as well as coordinating Volunteer social gatherings and Reward & Recognition schemes for all
- Responsible for the recruitment and ongoing Support of the Volunteers in the 'Here To help develop For You Service'
- and build our Volunteer opportunity provision once our face to face services resume in line with the Charity and service needs.

Service Volunteers

- To provide ongoing support and review meetings for service volunteers, encourage their personal development and if appropriate, direction towards relevant and additional support.
- Liaising with the Administrator and other relevant staff to ensure volunteers are fully supported to deliver their volunteering effectively.
- Support staff by coordinating any student placements, such as screening, recruitment and general induction.

Volunteer Management

- To develop good practice policies and procedure in volunteer management and ensure staff are fully trained in their practices
- To work with staff to develop new volunteering opportunities
- To support the development of a volunteer strategy in partnership
- Production of Monthly and Quarterly Volunteer Stats for the Leadership Team

General Responsibilities

- To ensure day to day operations such as income monitoring, evaluating and reporting are carried out to a high standard.
- To ensure all records within database are kept up to date and consistent
- Working to all KPI's set by line Manager and be accountable for these.
- To liaise with relevant staff and outside agencies as required
- To attend internal and external meetings as required
- To operate within the policies and procedures set out by the organisation
- Any other duties that are required and relevant to this role
- To provide support to volunteers and assist with training, as required

Personal Specification

	Essential (E) / Desirable (D)	Assessment Method
Qualifications	<ul style="list-style-type: none"> • Has a driver's licence (E) • Evidence of continuing personal development (E) 	<ul style="list-style-type: none"> • Application
Experience	<ul style="list-style-type: none"> • 2years+ experience of managing/ supporting volunteers (E) • Experience of recruiting, training and supporting volunteers (E) • Experience of using online content management systems and customer relationship management systems (E) • Experience of meeting and measuring key performance indicators. (D) • Experience of working effectively in a team and leading on own initiative (E) • Experience of responding to people with sensitive and complex needs (E) • Experience of supporting volunteers who deliver services (E) • Sound knowledge of relevant policy and procedures for volunteering roles (E) 	<ul style="list-style-type: none"> • Application • Interview
Skills	<ul style="list-style-type: none"> • Excellent organisations skills, including ability to manage multiple tasks and projects (E) • Excellent written and communication skills (E) • Ability to work on own initiative and to meet deadlines (E) • Ability to problem solve and find creative solutions (D) • Attention to detail and to seek the highest standards (E) 	<ul style="list-style-type: none"> • Application • Interview

How to apply

You can apply with a tailored covering letter and two-page C.V to:
recruitment@cancersupportscotland.org by 12 noon on Monday 31 May 2021 with
 interviews being held via Zoom on Friday 11th June 2021