



Volunteer Coordinator - Job Description & Specification

Full time £31,579 per annum [plus 5% Employers Pension Contribution]

Background

Grassmarket Community Project takes an innovative approach to providing sanctuary and support to participants many of whom are amongst the most vulnerable of our citizens. Through mentoring, social enterprise and education in a nurturing environment, the project develops skills enabling participants to develop to their full potential and reconnect with themselves, others and the wider community.

Our vision is to create an environment where people can realise their full potential and re-connect with themselves, others and the wider community.

- People feel valued and every person is given dignity.
- People feel cared about and can move towards independent living without feeling abandoned or isolated.
- People can be confident to trust and value their own decisions, overcoming a poverty of expectation and ultimately realising their own potential.
- People can build a life which reduces dependence on others, gaining self-reliance.
- There is a commitment to be involved with individuals, meeting and welcoming them within the local community.

Our project is based in the heart of the Old Town in Edinburgh, in the Grassmarket. We work with over 300 people a year and deliver on average 800 hours of support per month.

For more information on the Charity and our community see our [website](#) and our [3-year Business Plan 2021-23](#).

Never has Volunteering been more critical to our community and how we support ourselves and each other. Volunteers were critical to our start-up, development and how we have sustained and nurtured our community for 11 years. Volunteering has for our Members, and the volunteers themselves, the following benefits (among others):

- Communicates to the those with the lowest self-esteem that people share their world and enjoy being with them because they *choose to* and are not paid to
- Provides confidence building and skills development for Volunteers
- Supports Volunteers who seek to with valuable experiences and qualifications

- Supports Volunteers in managing and improving their Mental health by providing purpose, meaning, a temporary distraction, feeling valued and knowing they make a difference
- Enables our community to employ people with support needs at every level by using Volunteers as a 'buddy' co-worker system so we can provide opportunities for all abilities
- Enabling us to recover our social enterprises, some of which were decimated by lock downs
- Enabling us to connect our Members to compassion driven non-paid yet skilled support
- Providing practical and admin support to help us run a efficient organisation which minimises admin costs and overheads so directs more funds to programmes, services and support

Funding

The role of *Volunteer Co-ordinator* is initially funded for 1 year through the Scottish Government's Recovery Funds supporting the Third Sector post pandemic and lockdowns via the 'Adapt & Thrive' funding Programme. The Fundraising Team and CEO will seek continuation funding if outcomes are met and the benefit to our Members and community is felt.

Role Purpose

The Volunteer Coordinator will lead, co-design, fill and support volunteer positions in the Grassmarket Community Project. As well promoting safe working practices, providing on-going training and coaching to volunteers, they will be responsible for publicising opportunities at events, on line and in person by visiting relevant agencies. They will manage relationships between volunteers, staff and Members as well as external agencies, the Board and local community.

The Volunteer Coordinator is responsible for designing and organising a programme of volunteer led activities in partnership with the Service Manager and sessional staff that meet the needs of vulnerable adults as well as sustain our community and charity. They are responsible for ensuring that they and Volunteers adhere to organisational policies and procedures and they promote the organisation and its volunteer accomplishments to potential volunteers, policymakers and funders.

Volunteer Coordinator - Main Duties

- Assess organisational and programme needs in partnership with the SMT to determine number and range of volunteers needed for particular projects and areas of activity
- Consult with colleagues to create descriptions for all volunteer positions
- Manage volunteer recruitment and hiring process by advertising for available volunteer positions, interviewing candidates, and matching them with appropriate roles
- Prepare orientation and induction materials for new volunteers, including handbooks and programmes
- Make expectations of Volunteers clear and ensure they adhere to health and safety, Professional boundaries and maintain positive relationships at all times with Members, Volunteers and staff
- Deliver induction training and on-going training or assigns others to do so

- Review and update information regarding volunteer policies and procedures
- Monitor volunteers during their appointments to retain or replace candidates – ensuring a fair and transparent process is adhered to throughout any investigation or performance review
- Meet regular with volunteers to assess their progress and satisfaction, as well as to conduct performance evaluations or skills audits
- Cultivate a positive and supportive atmosphere by recognising volunteer efforts and assisting volunteers with their own ambitions and goals
- Manage communication among volunteers and between Grassmarket Community Project and its volunteers, in order to share news, progress, and available positions
- Maintains a database of volunteers and projects and tracks metrics
- Presents updates and metrics to colleagues, the SMT and Board in writing and presentations
- Promote the organisation, its volunteer efforts, and its accomplishments internally and externally including Social media posts and multi-media

Skills and Qualifications Required

The postholder will ideally hold a Bachelor's Degree in Community Development, Youth Work, Community Work, Community Education, Social Work, Psychology or Human Resource Management or in a related discipline.

They will have excellent Written and Verbal Communication, Interpersonal Communication, Organisational, Teamwork, Administrative and Management Skills, Leadership, Decision Making, Ability to Motivate and Inspire others. See below full Personal Specification and Critical Competencies.

Critically they will share and promote the Grassmarket Community Project values and commitment to a more inclusive, diverse, fairer and more equally society wherein everyone is valued.

Line Management

- The post holder will report to the *Service Manager* (Senior Manager: Non-commercial activities)
- The post holder will provide statistical information and reports on the activities and programme as agreed with their line manager.

Terms and Conditions

Location:	86 Candlemaker Row, Edinburgh (plus other locations as required). WFH some days and flexible working negotiable
Reports to:	Service Manager
Annual Leave:	29 days annual leave , plus 1 day per calendar year worked to max of 35.
Pension:	5% employer contribution
Hours:	35 hours per week (incl Evening/Weekend work as required and on occasion)
Salary:	£31,579 per annum

Volunteer Coordinator - Personal Specification and Critical Competencies

Critical Competencies	
<u>Essential</u>	
<ul style="list-style-type: none"> – Ability to inspire and lead a team of volunteers – Ability to work under pressure and manage resources effectively in the interests of the members and the project as a whole – Ability to manage Training and Expenses budget – Ability to support volunteers and their development needs – Highly organised with excellent administrative skills – Commitment to and working within the values, ethos and culture of the Grassmarket Community Project – Ability to effectively communicate and work with a wide range of organisations and people including the business community, statutory and voluntary organisations, donors and funders. – Ability to deliver dynamic relevant training and source experts and external training 	
<u>Desirable</u>	
<ul style="list-style-type: none"> – Ability to relate to people who have experienced homelessness and/or have issues with addiction, mental health, disability, criminal justice system etc. – Ability to provide vulnerable individuals with appropriate information, practical help and emotional support in a sensitive and non-judgemental and personable manner and remain within their professional boundaries and remit. – Experience of working with vulnerable people in a community setting 	
Technical knowledge/education	
A qualification in Community Education, HR, Community Work, Adult Education or Social Work or related discipline	Desirable
Experience required for the role	
Experience of Managing teams or groups	Essential
Experience of working with and managing volunteers	Essential
Experience of working in groups and one to one using a variety of media	Desirable
Experience of working with vulnerable adults	Desirable
Experience of working within a team	Desirable
Aptitude and attitude	
Compassionate, strong values and a commitment to Social justice	Essential
Ability to reflect, to take responsibility for learning and receive feedback	Essential
Ability to work independently and autonomously	Essential
Positive thinker and creative problem solver	Essential
Conscientious, practical, committed and hard working	Essential
Ability to plan and prioritise workloads and cope under pressure	Essential
Able to use Microsoft Office Applications to a high standard	Essential
Good organisational skills	Essential
Excellent listening and communication skills	Essential
Motivated and driven	Essential