# Job Description

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| Volunteer Coordinator | |
| Job title: | Volunteer Coordinator |
| Reports to: | Operations Manager |
| Dimensions: | * Oversight of volunteer programme in area  Recruitment and training of volunteers to support the delivery of contracts |
| Role purpose: | * To recruit and train volunteers to support the delivery of contracts * To develop appropriate volunteer opportunities that meet the needs of the service, the people who access the service and those who want to volunteer  To support the Volunteer Manager to co-ordinate and promote VoiceAbility’s volunteer work in the UK |
| Decision-making: | * Lead on volunteer recruitment – practice safe recruitment, ensuring all checks are in place * Volunteer allocation – matching volunteers to appropriate opportunities * Volunteer engagement and wellbeing – facilitating group supervisions and individual wellbeing checks * Advise the management team on areas for campaigns |
| Principal Accountabilities | |
| Service Delivery | * To lead on the delivery of a volunteer programme, that is focused on recruiting volunteers who demonstrate our values * To provide support and development, including meeting training needs, to a team of volunteers who will support our clients * To identify and develop volunteering opportunities, appropriate to the service and to meet the needs of people accessing support * To make appropriate volunteer/client matches and monitor their progress * To ensure volunteers have access to the appropriate equipment to support their work * To ensure volunteers maintain accurate and timely recording of activities * To act as point of contact for all volunteers working with VoiceAbility in allocated areas * To encourage and implement the development of innovation and additional volunteer procedures as appropriate to service delivery * To work with people with lived experience to help shape, develop and deliver the service * To initiate and establish links with localised volunteer groups * To deploy volunteers flexibly and creatively to ensure they are used efficiently, responding to both internal and external challenges * To ensure all VoiceAbility volunteering and operational policies, especially those relating to safeguarding, are understood, and practiced effectively |
| Team | * To share learning with colleagues across the organisation * To actively ensure volunteers are embedded in advocacy teams and valued as part of the wider organisation * To build and maintain a shared culture amongst volunteers based on VoiceAbility’s vision and values * To embed equity, diversity and inclusion practice within the team of volunteers |
| Stakeholders | * To build effective relationships with key stakeholders and other volunteer organisations maintaining an effective marketing profile |
| Financial | * To operate effectively and efficiently within the budget, instilling a culture of delivering value for money within the team * To advise relevant manager of any issues, concerns, or areas for financial improvement * To ensure the cost-effective use of resources * To monitor and authorise volunteer expenses |
| Business Development | To participate in activities to support Business Development in the winning of new work/maintaining current income streams |
| Personal | * To live and breathe VoiceAbility’s values through own behaviour and by inspiring/guiding others in the way we work * To take responsibility for own learning, development and reflection in line with VoiceAbility’s values * To accept other accountabilities and tasks commensurate with the role level including cover for peers |

#### This job description is designed to outline a range of main duties that may be encountered.  It is not designed to be an exhaustive list of tasks and can be reasonably varied in order to reflect changes in the job or the organisation.