**JOB DESCRIPTION**

**Post: Volunteer Coordinator (Community Engagement and Events)**

**Responsible to: Operations Director**

**Hours: 35 hours per week (Job share or part time considered)**

**Salary : £25,000 FTE Fixed term contract of 12 months but subject to review and extension**

**Background information**

**SupportED** is a charity that provides community-based support to people in Scotland affected by Eating Disorders. SupportED’s Volunteer Led Services aims to recruit and train volunteers in delivering practical and emotional support to vulnerable service users and their families who otherwise may not be able to access appropriate support within their community or where no support is currently available.

We need to increase the awareness of our services within the communities we support. To do this, we are recruiting more Community Ambassadors and Social Media Volunteers**.**

Wenow require a new **Volunteer Coordinator (Community Engagement and Events**) to coordinate our new project The Community Ambassador Project (CAP).

Our current experience of delivering online support and the surge in demand for our services have highlighted the acute need in areas where we previously had no presence, including remote and rural areas. Whether online or face-to-face, in these areas we will still be the only organisation offering support in the community for people affected by ED. We need to reach these communities, and to be able to offer services.

This is a new post and will be working to promote the 2 main volunteer led services (Support groups and Befriending Service) and any new developed services including future community fundraising activities.

The Volunteer Coordinator will work 35 hrs over 5 days a week to recruit, induct and support volunteers to deliver an awareness raising programme in communities and online. Volunteers will develop their skills and knowledge about Eating Disorders and the impact that having an Eating Disorder can have on all those affected.

**Job purpose:**

* Work closely with the Operations Director to develop and coordinate the delivery of the Organisations communications and marketing plans.
* Take lead responsibility for coordinating The Community Ambassador Project including raising awareness through face-to-face engagement and effective use of website, digital and social media communication/events.
* Increase service user engagement and self-referral through promotion of our services in communities and using our online and social media platforms. working closely with social media and Community Ambassadors volunteers

**Key duties:**

* Coordinate communication and promotion of all areas of the project and the communications and marketing plans.
* Liaise with other charities and support organisations, volunteer and community groups to promote the project and recruit volunteers. This also includes attending volunteer fairs and local events (if social distancing measures allow).
* Lead on the coordination and development of the Organisations  website & content management system.
* Coordinate the delivery of Eating Disorder awareness content and campaign activity across all communities in Scotland.

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**RESPONSIBLE TO**

* The Operations Director

**MAIN DUTIES**

* To manage volunteer recruitment and hiring processes by advertising for available volunteer positions and interviewing candidates.
* To provide regular support and supervision to volunteers, including assessing their progress and satisfaction, as well as conducting performance evaluations or skills audits.
* To record and monitor the services’ targets and outcomes, including collecting feedback from volunteers on a regular basis to assess their satisfaction and to record progress
* Lead on the use, development, analysis of and evaluate the impact of all awareness raising activities
* Assist in the development and delivery of training for volunteers and students on presentations, website/communications/social media & events
* Act as staff lead on organising & promoting all Organisation events, delivering on time and within budget – examples: Eating Disorders Awareness Week, Volunteers Week, Carers Week campaigns.
* Work closely with the Operations Director to develop the Community Ambassador Project
* Assist the Operations Director to recruit, train and supervise volunteers for potential fundraising activities within communities
* Ensure the development & implementation of the SupportED brand.
* To carry out any other appropriate duties which may be considered necessary by the Operations Director.

**RESPONSIBILITIES**

* To abide by the Policies and Constitution of the organisation
* To ensure that any and all data is stored, accessed, and used in line with relevant Data Protection Legislation.
* To contribute to the development and delivery of the targets outlined in the Organisations strategic plan.
* To attend meetings, training and conferences where necessary.
* To demonstrate a commitment to continuous professional development.
* To portray the Charity in a positive approachable manner at all times.
* Have an understanding of colleague’s roles and responsibilities and signpost as required.
* Effectively communicate with internal and external audiences relevant, engaging and informative content, in a timely fashion and in doing so, adhere to SupportED branding and social media guidelines

Although working hours are stated as 35 hours per week some evening and weekend work is required which may exceed this. Time off in lieu(TOIL) will be granted for hours above 35hrs per week at the discretion of your line manager The annual holiday entitlement is 25 days in addition to 8 days  public holidays) This job description is correct as of May 2022 and shall be updated as and when required with the appropriate body. It should not be regarded as exhaustive or exclusive and duties may change from time to time.

**PERSON SPECIFICATION**

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| **Essential** | **Desirable** |
| **Experience** | **Experience** |
| * Minimum 12 months experience of working as a Volunteer Coordinator or similar
* Experience of developing a new service successfully
* Experience of recruitment of staff or volunteers
* Coordination and development of website and content management systems within an organisation
 | * Knowledge and understanding of the impact of Eating Disorder/ Mental Health
* Demonstrable experience of writing online content
* Experience of delivering an events programme
* Experience of managing campaigns
* Experience of writing official communications
* Delivering Training
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| **Qualification/Training** | **Qualification/Training** |
| * Relevant qualification at SVQ level 3 – or equivalent – in a relevant discipline
 | * Vulnerable Adult Awareness
* Managing volunteers
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| **Knowledge and Skills** | **Knowledge and Skills** |
| * Excellent knowledge of volunteering management and practice
* A good knowledge of current digital marketing practices
* Excellent oral and written communication and interpersonal skills
* Competent ICT Skills
* Ability to set and meet targets
* Excellent time management and organisational skills
 | * Advocacy skills
* Proven networking skills
* Administrative and management skills, with previous experience of recruiting, inducting and training volunteers
* Knowledge and understanding of Third Sector
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| **Disposition** | **Disposition** |
| * Demonstrate commitment to person-centred approach
* Ability to work independently and on own initiative
* Proactive approach to identifying volunteers’ needs
* Ability to interact positively with staff across a range of levels and work as part of a team
* Ability to motivate and inspire others
* Ability to work efficiently under pressure and manage own workload
* Ability to create and maintain relationships with other organisations
* Flexible approach to the working environment
* Full Driving Licence and access to a car is required
 | * Experience of working with vulnerable and disadvantaged individuals and people from a variety of background
* Ability to work under pressure, managing competing priorities and multiple projects at the same time
* Demonstrable experience of working effectively on own initiative and within a team setting
* A creative approach to problem solving
* Ability to develop relationships and work with a wide range of people
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