

JOB DESCRIPTION

POSITION:	Volunteer Coordinator (Job Ref: VC23)
REPORTS TO:	Youth Work Manager
RESPONSIBLE FOR:	Developing and delivering CREATE Paisley's volunteer programme
SALARY:	£23,390 - £27,976 (pro rata'd to £14,034 - £16,785) depending on experience
EMPLOYMENT TERM:	2 year fixed-term contract (subject to extension if future funding is secured)
HOURS OF WORK:	On average, 21 hours per week , with an expectation that the worker will be able to be flexible with hours and allocate hours to any events and activities which may be a required part of the post including evening & weekend work (on average 8 evenings a month)

CREATE PAISLEY

CREATE Paisley is an innovative youth project at the heart of Renfrewshire (Paisley) which seeks to see young people transformed through creativity, community, confidence and finding their voice.

CREATE runs drop ins, arts workshops, youth voice & participation activities, mentoring, etc, amongst other projects, in partnership with a wide variety of groups in the area, and is supported and run by a dedicated team of staff and volunteers.

CREATE has the following values: creativity, community, confidence and voice. These inform our approach and work.

PURPOSE OF JOB

Our work wouldn't be possible without the support of volunteers. Over the years, volunteers have played a pivotal role in many aspects of CREATE from fundraising to youth work, graphic design to finances. As well as the benefits that volunteers bring to CREATE, we support volunteers to build skills and gain experience and hope that volunteering is both a rewarding and fulfilling experience.

CREATE Paisley is looking to appoint a Volunteer Coordinator to lead on and develop the charity's approach to volunteering for young people and adults, supporting enhanced services to better meet the needs of the communities we serve.

The Volunteer Coordinator will:

1. Lead the organisation's approach to volunteering
2. Manage volunteer journeys from initial enquiry to induction
3. Develop and implement support, training and progression opportunities for volunteers
4. Implement monitoring and evaluation within all volunteer activities

RESPONSIBILITIES

LEAD THE ORGANISATION'S APPROACH TO VOLUNTEERING

- Recruit, support and engage 30-40 new Adult (18+) and Young volunteers (12-18) over 2 years
- Identify and recruit for key volunteer roles within the organisation from youth work, fundraising and administration
- Foster an environment in which volunteers can contribute to their community and influence positive change, conversations and action
- Set-up and establish a youth council with support from the wider team.

MANAGE VOLUNTEER JOURNEYS FROM INITIAL ENQUIRY TO INDUCTION

- Ensure volunteer opportunities are open and accessible to people who experience disadvantage or would traditionally experience barriers to volunteering
- Run 2-3 volunteer recruitment drives each year promoting opportunities within local communities and through partners, social media / printed campaigns and volunteer website
- Run Volunteer Information sessions for interested individuals
- Review volunteer applications and arrange informal chats, references and PVG checks
- Communicate with volunteers throughout the process giving them regular updates

DEVELOP SUPPORT, TRAINING AND PROGRESSION OPPORTUNITIES FOR VOLUNTEERS

- Organise and facilitate volunteer induction and ongoing training sessions
- Work alongside colleagues to respond to young people's ideas, supporting them to plan events, gain skills, volunteer and get accreditation
- Work in partnership with schools and youth work colleagues to offer work experience opportunities
- Motivate and inspire volunteers to build skills and gain experience
- Provide individual and group supervision in line with the needs of the volunteers
- Update and maintain the Volunteer Pack and associated volunteer policies
- Work alongside colleagues to ensure volunteer roles support organisational and project outcomes

IMPLEMENT MONITORING AND EVALUATION WITHIN ALL VOLUNTEER ACTIVITIES

- Ensure appropriate evaluation and monitoring methods are being used
- Undertake administrative tasks, maintain effective recording systems and respond to queries
- Support volunteers to actively participate in evaluating the project through feedback questionnaire and group sessions
- Capturing 3 or more case studies per year showcasing volunteer success stories
- Keep a record of volunteer activities, including hours, goals and feedback

OTHER DUTIES

- Pursue reflective practice and avenues of professional development
- Manage project budgets and volunteer expenses, ensuring receipts / records are kept for expenditure
- Take part in volunteer manager forums and partnership networks to share best practice and learning
- Promote and represent CREATE Paisley at meetings and events.
- Sustain and develop positive relationships with a wide range of partners and key stakeholders.
- Work to model CREATE's vision, values and social objects within all areas of work (read more [here](#))
- Attend line management supervision, staff meetings and team events.
- To promote & comply with current legislation and CREATE Paisley's policies on Health and Safety, Safeguarding, etc.
- Be prepared to undertake relevant training to improve competence and confidence in performing the role.
- Occasionally carry out additional duties in conjunction with CREATE Paisley charitable objectives

QUALITIES & SKILLS REQUIRED

EDUCATION / QUALIFICATIONS

Relevant qualification in Youth Work or Community Development	Desirable
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EXPERIENCE

Volunteer coordination	Essential
Working with young people	Essential
Working alongside others as part of a team	Essential
Working and liaising with a wide group of people and organisations	Essential
Sensitively supporting, mentoring and equipping others	Essential
Facilitation groups and delivering training	Essential
Monitoring and evaluation of complex projects and services	Desirable
Experience of supporting volunteers/individuals with diverse support needs	Desirable

KNOWLEDGE AND UNDERSTANDING

The principles of Community Learning and Development	Essential
Issues facing deprived communities, in particular young people from these areas	Essential
Awareness of equal opportunities, safeguarding and confidentiality	Essential
Social media	Desirable
Design and production of printed materials	Desirable

SKILLS AND ABILITIES

Motivating others	Essential
Excellent organisation skills and ability to manage time, prioritise workload and meet deadlines	Essential
Work independently and as part of wider team	Essential
Excellent written and verbal communication skills	Essential
IT and word processing skills	Essential
Monitor spending and manage budgets effectively	Desirable
Project Management	Essential

OTHER CRITERIA

Dynamic and confident individual able to initiate and implement plans	Essential
A high standard of work ethics; honest, reliable, and willing to take a flexible approach to work requirements	Essential
Flexibility in working, and positive approach to change	Essential
Enjoys the experience of working with young people and volunteers and demonstrates an interest in supporting their personal development	Essential
Commitment to CREATE's objectives and values	Essential
Willingness to work evenings and weekends as necessary	Essential