

**MND Scotland**

**Volunteer Coordinator**

**Job Pack**





## MND Scotland – About Us

### **About MND Scotland**

MND Scotland is the only charity in Scotland dedicated to supporting people with MND, their families, and friends.

Since being founded over forty years ago, MND Scotland has provided practical, financial, and emotional support to anyone affected by MND whilst also funding essential research into finding effective treatments and a cure.

MND Scotland is funded entirely by donations and grants. The charity's patron is Her Royal Highness, the Princess Royal.

For more information, visit [mndscotland.org.uk](https://mndscotland.org.uk).



## Volunteer Coordinator

<b>Hours:</b>	Full time (35 hours per week)
<b>Salary:</b>	Grade 4 – £27,157.10 gross per annum
<b>Contract:</b>	Fixed Term 18 months.
<b>Location:</b>	Glasgow office based with flexible working options
<b>Directorate:</b>	Operations
<b>Reports To:</b>	People & Culture Lead
<b>Direct Reports:</b>	n/a

### Role Purpose

We are looking for a passionate and driven Volunteer Coordinator to join our Operations function. Reporting to the People & Culture Lead, this is a new role, created to reflect the importance of developing an engaged and committed Volunteer Programme ensuring a culture of inclusion, respect and collaboration.

You will be responsible for the recruitment, onboarding and coordination of volunteering positions and volunteer staff for MND Scotland. This includes developing and maintaining the organisational policies and procedures; coordinating events to train, retain and acknowledge the accomplishments of volunteers.

You will help us Make Time Count.

### Key Responsibilities and Accountabilities

- To assess organisational and programme needs to determine a number and range of volunteers needed for particular projects.
- Consults with colleagues to create descriptions for all volunteer positions.
- Oversees volunteer recruitment and hiring process by advertising for available volunteer positions, presentations on volunteer opportunities, interviewing candidates, and matching them with appropriate roles.
- Prepares and presents orientation materials for new volunteers, including induction pack.
- Create and distribute information regarding volunteer policies and procedures.
- Train and monitor volunteers during their appointments to retain or replace candidates.
- Meets with volunteers to assess their progress and satisfaction, as well as to conduct performance evaluations or skills audits.



- Cultivates a positive and supportive atmosphere by recognising volunteer efforts and assisting volunteers with their own endeavours.
- Maintains a database of volunteers and projects and tracks metrics.
- Presents updates and metrics to the Director of Operations.
- Plans and implements volunteer appreciation events and programs aimed at sustaining volunteer engagement.
- Promotes the organisation, its volunteer efforts, and its accomplishments internally and externally.
- To maintain confidential records relating to volunteers in a safe, secure, and professional manner.
- To represent and promote MND Scotland in a responsible, professional, and accurate manner at all times.
- To undertake all training and development as required of the role.
- To undertake all tasks as reasonably required.

### Essential Skills and Experience

- Excellent verbal and written communication skills, with the ability to communicate with a range of people across different channels.
- Demonstratable experience implementing and developing processes, procedures and coordinating a volunteering programme within the voluntary sector.
- Experience of administration of volunteer records, including systems for recording employees' information, as well as providing management information and reports
- Experience recruiting, selection and induction.
- Highly organised, with excellent attention to detail, including demonstrable experience of the ability to work on own initiative and manage and prioritise workload.
- Excellent IT skills across Microsoft Office including PowerPoint and excel.
- Experience of working with a CRM database (preferably E-Tapestry) to input data and produce reporting.
- Experience processing PVG applications.

### Essential Competencies

- An understanding of, and commitment to, the cause and vision of MND Scotland.
- Open and skilled communicator with the ability to build trust and rapport quickly.
- Excellent time management skills: ability to work to tight deadlines and prioritise own deadlines and workload.
- Ability to empathise with and support people affected by MND, whilst establishing and maintaining appropriate professional boundaries.
- Emotional resilience and the ability to deal with sometimes distressing situations in a professional and empathetic manner.

### Desirable Skills and Experience

- General working knowledge and awareness of health and safety in the workplace.
- Knowledge of financial procedures including purchase orders.

- Experience of using hybrid collaborations tools such as Zoom and Microsoft Teams.
- Knowledge and understanding of GDPR and data protection.

## Personal Attributes

An excellent team player being approachable and willing to help and not afraid to ask for help, communicating fully and openly whilst showing respect for others. With high levels of personal awareness and a strong sense of personal boundaries, you will bring a highly organised and proactive approach to our People & Culture team.

## Additional Relevant Criteria

We pride ourselves in operating in a flexible working environment and collaborative working is at the core of what we do. To ensure we achieve this, you will be required to work from the Glasgow office on a regular basis as part of your flexible working.

This job description is current at the date of issue. As and when the work of MND Scotland develops or changes so the areas of responsibility may be subject to change, and the job description reviewed. Such changes would in the first instance be made in consultation with the post holder.

## MND Scotland Benefits, Rewards and Employee Recognition

The information below provides a brief statement of the benefits, rewards, and employee recognition schemes available. Please check your contract of employment, company policies and individual rules for eligibility and terms and conditions.

MND Scotland reserves the right to withdraw, amend the scheme and change providers as appropriate.

Employee Support and Wellbeing	Pension Scheme	Eligible employees are automatically enrolled in MND Scotland's Group Stakeholder Pension Plan operated by TPT Pensions within one full month from their start date. Currently MND Scotland contributes 7.5% of gross basic salary and employees are required to make a minimum gross contribution of 3% of gross basic salary.
	Life Insurance	3 x base salary cover. This is a day one right for all MND Scotland employees.
	Annual Leave Entitlement	31 days leave per year, plus one additional day awarded for each year of service up to a maximum of 5 days
	Employee Assistance Programme	(Counselling and Psychotherapy) Training, Coaching, Mentoring and Supervision. Mindfulness Workplace Meditation.
	Able Futures	A self-referral service which offers employees the opportunity to access mental health specialists that can help you cope with any difficulties that are affecting your focus and time at work.
	Enhanced Company Maternity Pay	Eligible employees (one year's continuous service)
	Enhanced association sick pay (after probation period)	Company paid sickness absence in accordance with the sickness absence policy and contract of employment after probationary period completed.
	Enhanced Jury Service	Full salary paid during Jury service minus deduction for expenses received from the court
	Flexibly Working Environment	

Employee voice and opportunities	Staff Survey	Have your say in the anonymous employee engagement survey
	Staff Training	Opportunities to gain skills and receive formal training, participate in working groups (such as CRM, Staff Engagement) and undertake CPD.

Organisational Commitments	Disability Confident Committed Employer
	Accredited Living Wage Employer
	Equal Opportunities Employer
	Charter Champion – Volunteer Charter
	Supporter and Provider of Sanitary Products
	Our Pledge to Mental Health
	Our commitment to continually review our benefits and wellbeing initiative

