

## **VOLUNTEER COORDINATOR**

### **JOB DESCRIPTION**

**Salary:** £22,365 FTE pro rata

**Responsible to:** Operations Manager

**Contract Type:** Part-time, 21 hours per week, 16 month FTC possibility of extension funding dependent

**Location:** Office based at 51, Cadogan Street, Glasgow G2 7F and in the community

#### **Main Purpose of the Job**

As a Volunteer Coordinator you will perform a vital function in developing and supporting a volunteer team who will be providing in person 1-2-1 befriending services. The project delivers a 1-21 befriending service to socially isolated individuals, provides regular in person Cups of Friendships where participants come together for group befriending and enables participants to join regular virtual events. From volunteer recruitment to training to ongoing support and supervision, the duties are varied. You will assess and support service users through their journey with the organisation. You will carry out impact monitoring to ensure we measure and evaluate our impact and you will be responsible for the coordination of project data providing regular update reports.

#### **Key responsibilities:**

- To recruit, manage and support volunteers throughout their journey
- To develop training programme for volunteers, preparing materials, training facilitation including awareness of equality and diversity and cultural issues
- To develop volunteers roles and infrastructure to support the project, create handbook and relevant documents or guidelines
- To monitor and manage records of service users and volunteers
- To work closely with the service users and ensure service users have a positive experience with The No.1 from their first contact with us
- To liaise with referral agencies/individuals, and undertaking initial assessments of the new service users
- Drive improvements in service delivery
- To complete all administrative tasks as is necessary to the role, including volunteers reference and PVG checks in accordance with The No.1 Befriending Agency policy and best practice
- To promote the events and engagement programme through presentations, talks, networking and social media
- To assist with the delivery of marketing and fundraising campaigns

The job description sets out the main requirements of the post but is not an exhaustive list of duties and responsibilities but provides an induction of the work undertaken which may vary

in detail in the light of changing demands and priorities. The No.1 is a small social enterprise which delivers impressive services as a result of our staff being flexible and proactive in their work and 'going the extra mile'.

## **Person Specification**

### **Knowledge/Experience**

- Volunteer management experience, including recruitment, support and retention
- Training and learning experience planning and facilitation, including materials preparation, face to face and online
- Have a track record in heritage education/ work or volunteering experience
- Experience of working/volunteering in the community
- A genuine interest in volunteering and making a social impact
- Experience of assessing needs of service users
- Experience of promoting services and delivering information sessions
- Understanding of equality and diversity
- Experience in recording, maintaining and evaluating information gained through the process of assessment, monitoring and review

### **Skills/Attributes**

- Ability to work in a team and on own initiative
- Excellent communication skills and the ability to work with people from different walks of life
- Ability to collaboratively work with colleagues
- Ability to represent the The No.1 in a professional manner at all times, on the telephone, face to face or in written communication
- High levels of tact, diplomacy and empathy in dealing with a wide range of people
- Resilient, self-motivated and able to work under pressure to tight deadlines
- A strong passion for creating positive influence in people's lives
- Enthusiasm and a willingness to take on new challenges
- A proactive approach to problem solving
- Proficient in IT skills including spreadsheets, word processing, email and database (data entry)

The No.1 Befriending Agency employees are expected to:

- Demonstrate a commitment to their own development, to take advantage of learning and development opportunities and develop their own competence
- Support and encourage harmonious internal and external working relationships
- Make a positive contribution to communicating and raising the profile of the organisation
- Sharing passion to our mission, vision and values