



JOB TITLE	REPORTS TO	PRIMARY LOCATION
Volunteer Co-ordinator	Head of Service	Social Bite 1 Leith Walk, Edinburgh, EH6 8LN

PURPOSE (Why the role exists)

Social Bite's Volunteer Coordinator plays a pivotal role in overseeing the volunteer function, an area of the business that is essential to our operations.

You will help us nurture and grow our volunteer base, ensure our volunteering needs are being met, make the most of volunteering opportunities, and ensure volunteering processes are smooth and efficient.

This role involves some amount of travel between different Social Bite locations.

KEY OBJECTIVES

- To support people affected by homelessness through the Jobs First programme by building positive relationships with individuals that will lead to securing work placements that are relevant to their skills and experience
- To engage with external employers to participate in the Jobs First Programme
- To engage with external charities and build referral pathways for people affected by homelessness

JOB CONTEXT

Volunteer engagement and management:

- Being the point of contact for all volunteering enquiries, including Corporate partner employees or supporters responding to volunteer role adverts and members of the public proactively offering to volunteer in general
- To communicate effectively with volunteers about their role at events and volunteer situations



ENDING HOMELESSNESS

- To maintain and nurture positive relationships with volunteers, regularly thanking and updating and recognising them
- To ensure correct volunteer recruitment procedures are following eg. references, risk assessments, exit interviews where relevant
- To maintain and engage a pool of on-call regular volunteers who can help at short notice
- Creating, organising and communicating volunteer schedules and rotas
- To ensure volunteers get the training they need for their role, if relevant, working closely with the Social Impact Team to ensure that trusting and positive relationships are built and a trauma-informed approach is being used
- To ensure volunteers have completed all mandatory Health and Safety, Safeguarding and Privacy training

Volunteering programme and strategy:

- To contribute towards the shaping and implementation of a volunteering strategy
- Identifying and mapping out volunteering needs across all teams and projects including Social Impact essentials, Campaign events and other such volunteer opportunities
- To develop and implement a calendar of activity of key events and milestones (such as Volunteers Week) and plot out key steps in the volunteer journey
- Creating and updating a 'volunteering menu' showcasing what our volunteers can help with – ranging from service delivery to campaigns and events, options for weekdays vs. evenings and weekends, what can be done in-person vs. remotely.
- Drafting role profiles and adverts for volunteering positions across the organisation – both year-round and campaign-specific
- Providing information for content for volunteer recruitment social media posts and mailchimps

Partnership working:

- To communicate with Social Bite staff in the shops about the rota and cover for free food provision
- To communicate with the Social Impact team about any issues or support needs that might arise
- To liaise with operations managers to make sure that all volunteers are inducted in their roles where relevant

- To work with the Communications Manager on a volunteers' newsletter and include volunteers in the collection of content including experiences, stories, images and videos.

Health and safety:

- To follow Social Bite's policies and procedures in terms of engagement with vulnerable people affected by homelessness and/or poverty
- To work to continuously improve Social Bite's safe practice in relation to working with people affected by homelessness and/or poverty
- To ensure the appropriate policies and procedures are in place and up to date for volunteers

Monitoring and evaluation:

- To keep a database of all volunteers – both long-term and campaign-only, following GDPR requirements
- To oversee data collection related to Social Bite's Volunteering Programme
- To compile written evaluation reports about your work that will feed into Social Bite's reporting cycle to Board and key funders
- To apply the consistent use of the recording tools
- To liaise with Communication Manager on producing, collecting and storing story telling materials that will be used for various reports and showcasing Social Bite's and individuals' achievements

KNOWLEDGE, SKILLS AND EXPERIENCE

Essential

- Experience of working with volunteers in a professional capacity
- Experience of dealing with challenging behaviour, de-escalating and managing conflict alongside with ability to establish safe boundaries with vulnerable people
- Basic understanding of safeguarding and charity specific legislation
- Effective written and verbal communication skills
- Ability to establish and sustain positive and trusting relationships
- Ability to work effectively within a team
- Knowledge and understanding of issues and/or barriers faced by people who use services

Desirable

- Experience of working in homelessness sector
- Trauma skilled practice
- Good IT skills and the ability to accurately record information in a database
- Experience of monitoring and evaluation – ability to collate, analyse and evaluate information and use it to help make informed decisions
- Effective communicator and influencer

PERSONAL ATTRIBUTES

- A high level of commitment to the aims of Social Bite and to improving the lives of people affected by homelessness
- Passion for our cause of ending homelessness and commitment to working to transform the lives of people affected by homelessness across UK
- A non-judgemental and empathetic approach and a belief in potential of all people
- Approachable, enthusiastic, proactive, resilient
- Reliable, practical, highly organised
- Strong relationships building skills for developing effective internal relationships and partnerships with a range of charities
- Flexible, creative with a solution focused approach
- Ability to manage a varied workload and prioritise to meet competing deadlines
- Ability to represent the work of Social Bite to the public with commitment and integrity
- To help promote an effective, positive and constructive team culture, where the work of others is valued and respected.
- A compassionate, energetic person with good emotional intelligence

RELATIONSHIPS

Internal -	Head of Service and Safeguarding, all Social Impact Team Members, Coffee Shop Staff and Central Production Unit Staff; Fundraising and Marketing Team
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External -	People affected by homelessness and/or poverty, Charity Partners & statutory bodies, corporate partners
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