



WESTFIELD PARK COMMUNITY CENTRE

Westfield Street
Falkirk
FK2 9DX



Tel. No. :
(01324)
619817
SCIO:SC048409

Job Description – Volunteer Development Coordinator

Job Title: Volunteer Development Coordinator

Salary: £24,000 pro – rata (Fixed term contract- until end of March 2025)

Hours of work: 20 per week (Full time is 35 hrs)

Place of work: Westfield Park Community Centre

Working pattern: Flexible, within core office hours of 9.30 to 5.30pm Monday to Friday with the ability to work evenings and weekends

Reports to: Centre Manager

About Westfield Park Community Centre

Westfield Park Community Centre (SCIO) is a charitable, non-profit body which delivers projects for Westfield and the surrounding area.

For additional information, please see the Information for Candidates - About WPCC and how to apply document.

Purpose of Job

Westfield Park Community Centre is seeking a dedicated and dynamic Volunteer Development Coordinator to join our enthusiastic team. This new role presents an exciting opportunity for the successful candidate to shape and advance our volunteer management system, building on our current volunteer engagement.

Job Description

Volunteer engagement

- Deal with all volunteer-related inquiries promptly and professionally
- To communicate effectively with volunteers
- Develop and implement a volunteer management system, including processes for recruiting, induction, training, and supporting volunteers
- Develop the induction training programme

- Identify additional training needs for volunteers
- Provide adequate support and supervision for volunteers
- Maintain a safe, healthy, and supportive environment for volunteers
- Establish a support network for volunteers and ensure they feel welcomed and supported.
- Monitor and report on volunteer expenditure
- Maintain accurate records of volunteers, following GDPR requirements
- Develop volunteer roles

Health and safety

- Adhere to Westfield's Park Community Centre's policies and procedures
- Maintain and update the Volunteer Handbook, policies, and procedures.
- Provide office cover to maintain the activity schedule
- Supervise groups and activities to ensure access to facilities and assistance to vulnerable adults and children
- To maintain and engage a pool of on-call regular volunteers who can help at short notice

Volunteering Strategy

- Keeping up to date with changes in legislation and local services which may affect and/or impact our services
- Work with stakeholders to identify areas of unmet need, develop ideas and contribute to organisational strategy.
- To provide updates and written reports where necessary
- To liaise with the Centre Manager on producing, collecting impact data that will be used for various reports
- Support the volunteers to fundraise for Westfield Park.
- Capture case studies and news and publicise to residents and stakeholders via social media outlets

Volunteer wellbeing and retainment

- To maintain and nurture positive relationships with volunteers
- Plan formal and informal recognition systems to celebrate volunteer contributions.
- Organise celebratory events to acknowledge volunteer achievements.
- Coordinate with the centre manager to identify volunteer needs and ensure adequate volunteer support and resources.

General Duties

- To carry out any other duties advised by the centre manager or/and board of Trustees
- Contribute fully to the smooth running of the organisation
- Be an active team member, working together with the centre manager, caretaker and cleaner on tasks and projects

Person Specification

Experience

Experience in recruiting, training, and supporting volunteers	Essential
Proven experience and knowledge in volunteer management processes	Essential
Experience in community development work	Essential
Experience of working with vulnerable adults	Desirable
Experience of working with children	Desirable
Experience of partnership working with public and voluntary sector organisations	Desirable

Knowledge

Knowledge of community engagement and empowerment processes and outreach methods	Essential
Knowledge of health and social care issues	Essential
Understanding of the challenges facing local communities	Essential
Knowledge and understanding of the concept of confidentiality, information sharing and able to work effectively within relevant policies	Essential

Skills

Patient, and friendly with a sense of fun.	Essential
Highly motivated, enthusiastic, and committed.	Essential
Excellent written and verbal communication skills	Essential
Good IT skills including the use of Microsoft Office	Essential
Strong planning, prioritisation, and organisational skills	Essential
Ability to build effective partnerships with colleagues, partners, and volunteers	Desirable
Willingness to adapt to evolving role requirements	Desirable