



Volunteer Coordinator, Families Here and Now Service – North Lanarkshire

Person Specification

Qualifications/Knowledge/Experience

- Educated to a high standard.
- Experience of the voluntary sector and working with volunteers.
- Strong IT skills, with experience in Microsoft Office and on-line email systems.
- Experience of designing and running volunteer recruitment campaigns.
- Experience/knowledge of Child Protection and supporting families and children of all ages.
- Experience of delivering training.
- Experience of prioritising workload to meet competing deadlines.
- Strong social media skills with experience of maintaining websites, X and Facebook posts.
- Experience of inputting data onto spreadsheets and analysing data.
- Experience of collating and analysing feedback for monitoring and evaluation purposes.
- Experience of working with local community groups and organisations.

Skills/Abilities

- Excellent communication skills.
- Excellent personal organisation skills with a high attention to detail.
- Very well organised, able to manage a number of tasks at any one time.
- Strong interpersonal skills and the ability to deal with a diverse range of people.
- An empathy with volunteers and an understanding of their needs.
- A flexible and non-judgemental approach to people and work.

Other Expectations

- Ability and commitment to always work within a framework of confidentiality and anti-discriminatory practice.
- Commitment to work within the aims, values and ethos of HSGNNL and FHANS partners.
- Travel across North Lanarkshire promoting the FHANS service.
- Presenting and promoting to local groups and businesses.
- Some evening and weekend work may be required.
- A valid driving licence is required with access to a car.