



Job Description

Job Title:	Volunteer Coordinator
Employer:	Home-Start Glasgow North and North Lanarkshire (HSGNNL)
Location:	Families Here and Now Service – North Lanarkshire
Hours of Work:	35 hours per week (including some evenings and weekends)
Salary Scale:	£25,319-£29,172
Responsible to:	Team Lead
Responsible for:	Volunteers

Purposes of the job

- In partnership with FHANS organisations, recruit volunteers who will befriend children, young people and adults (families), during and after FHANS support at home and in the community.
- To ensure a creative, safe and effective volunteer recruitment process.
- Develop and maintain training & development programmes that prepare volunteers for their role and meet the needs of the partnership.
- To ensure all volunteers are supported and can contribute to service design.
- To identify opportunities to maintain the number of volunteers that allow us to deliver our work effectively and meet the needs of family support.
- To maintain and provide content for social media (including using Canva or equivalent).

Main Responsibilities

Recruiting and Supporting Volunteers

- Contribute and implement short and long-term goals for volunteering.
- Recruit, train and prepare volunteers in partnership with Family Support Workers across all organisations.
- Design and implement innovative recruitment campaigns, eg social media presence, banners.
- Participate and actively promote campaigns in the community.
- Develop and manage facilitation of additional training, eg trauma informed parenting, mental health awareness, poverty alliance etc.
- Develop creative volunteer support methods.
- Forge close links with key agencies, eg VANL, Volunteer Scotland.
- Develop and nurture relationships with local businesses assisting them to consider their CSR strategy.
- Identify and participate in suitable recruitment opportunities and events, eg gala days, festivals.
- Engage with local Colleges and Universities re suitable student placements/research opportunities.
- Monitor and evaluate training.
- Ability to prepare reports.
- Facilitate volunteer events including Volunteer Week activities.
- Complete all administration relating to volunteering - including input to CRM system (Charitylog), volunteer timesheets, Volunteer Training and Assessment Course preparation and registration forms.
- Complete all administration relating to volunteer advertising, recruitment, training and events and ensure information is accurate and up to date.

Supporting the work of the project:

- Undertaking work as delegated by the Team Lead to support the strategic management and development of the partnership.
- Supporting the implementation and review of all Home-Start policies and procedures.
- Promoting the work of FHANS as required by the Team Lead/partnership.

The postholder may be required to undertake any other duties that fall within the nature of the role and responsibilities of the post as detailed above.

This job description reflects the major tasks to be carried out by the postholder and identifies the level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing scheme needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the postholder.

This job description is current at June 2025.