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| **JOB DESCRIPTION** | |
| **POST TITLE:** | **Volunteer Coordinator** |
| **RESPONSIBLE TO:** | Volunteer Manager |
| **RESPONSIBLE FOR:** | Volunteers |
| **SALARY/HOURS:** | 10 hours over 2 days – until March 2020 |
| **PLACE OF WORK:** | Kingswood and Patchway Hub with occasional travel to Yate |

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| **Aims and Objectives** | Southern Brooks has been established for 30 years. We deliver a range of services across South Gloucestershire. We work in partnership with a range of agencies including Churches, Patchway Town Council, Housing Providers, Developers and South Gloucestershire Council.  Southern Brooks has many volunteers across our services. People volunteer for a variety of reasons. We aim to build Strong Communities Powered by People. This post will help ensure that people have a high-quality experience of volunteering, that inspires them to keep volunteering.  You will support the organisational infrastructure for the volunteering programme. A key focus will be on providing excellent customer service to volunteers and maintaining efficient processes. Core to this work are community development practices and principles, taking an asset-based approach and working with volunteers at every stage so that the programme is genuinely led by their needs and experience. This role is focused on inspiring people to volunteer and to have the best possible experience from their volunteering.  Southern Brooks has a mission of “Strong Communities Powered by People”. We know that successful communities have people who are excited by change, learning and working together, able to influence decision making, have the skills and confidence to be involved in their communities, able to make health choices as well as building and sustaining good relationships. |
| **Tasks and Duties** | * Support Southern Brooks staff to meet individual projects volunteer needs, e.g. discuss appropriate volunteer tasks, write volunteer role descriptions, support new volunteer programmes by attending events/sessions (for example Soundwell Memory Café) * Recruit volunteers to support Southern Brooks projects including creating recruitment campaigns e.g. website posts, social media posts, posters and leaflets, local newsletters and publications**,** volunteer centres * Respond to enquiries regarding volunteering, over the phone, face to face and initial online applicants * Record volunteer enquiries and details into Charity Log database and maintain up to date content * Gather ID for DBS requests for volunteers, collect character references and record on Charity Log * Support the delivery induction for volunteers into the organisation, identify volunteer development opportunities and training needs * Support volunteers 1:1 where appropriate, develop action plans for volunteers, work with central administration volunteers and co-ordinate their work * Compile monthly volunteering newsletter on mailchimp and keep contact list up to date. * Compile information for reports on Southern Brooks volunteer programme * Create articles and photos celebrating Southern Brooks volunteers and the work they do and distribute to appropriate places * Deliver celebrations for Volunteers week 1-7 June and Christmas, and annual volunteer awards. * Lead on annual volunteer survey, compile results and support development of SBCP volunteering action plan |
| **Knowledge and Skills** | * Effective communication with staff, volunteers, service users and partners * Knowledge of volunteer programmes * Display and encourage positive team work * Good organisational skills * Effective time management * Knowledge or experience of Charity Log * Knowledge about barriers to volunteering and how to reduce these |
| **General accountabilities** | So far as reasonably practicable, the post holder must ensure that safe working practices are adopted by employees and in premises/work areas for which the post holder is responsible to maintain a safe working environment for employees and service users.  Work in compliance with the organisations policies and procedures and it’s commitment to equal opportunities. Ensure that output and the quality of work are of the highest standard and complies with current legislation. |
| **Special notes and conditions** | * All staff will be expected to work across the whole staff team for special events as and when required. * SBCP is committed to safeguarding and promoting the safety and welfare of children, young people and vulnerable adults. * In return for your commitment and dedication to SBCP we offer, regular training opportunities, active supervision, and individual development plan, together with working in a fully supportive team. |
| **GDPR 2018** | All employees are under a legal obligation not to use or disclose any personal information that comes into their possession during their duties in any unauthorised manner. Duties and obligations under the Act that relate to this post will be explained to the post holder upon appointment. |

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| **PERSON SPECIFICATION** | |
| **Post:** | **Volunteer Coordinator** |
| **Selection Criteria** | |
| **Essential:** | * An excellent understanding of why people volunteer * An excellent understanding of the barriers that some people face to participation and how to reduce these * An understanding and commitment to equalities * Significant experience of work (in a paid or voluntary capacity) with volunteers * An understanding of community development practices and principles * Experience of working with volunteers including understanding how to motivate and retain volunteers * An understanding and commitment to equalities * A practical approach to problem solving * Ability to make good relationships with people * Ability to work as part of a team * Good IT Skills * Attention to detail and accuracy in handling/inputting data * An understanding of GDPR, confidentiality and information sharing how this applies in practice |
| **Desirable:** | * Experience of the voluntary and community sector either in paid or unpaid capacity * Understanding of supporting people with additional needs * Experience in working with solution focused approach or motivational interviewing |