

JOB DESCRIPTION

Job title: Volunteer Coordination Officer	
Salary:	£27,000
Working Hours:	37.5 hrs over 5 days (Above Statutory Annual Holiday Allowance)
Reports to:	Project Manager
Accountable to:	Managing Director
Appointment type:	Permanent
Main Location:	21-23 Pelham Road, Nottingham NG5 1AP (Remote and/or Hybrid if not)
Job Purpose	
<p>The main purpose of the job is to be the main contact for the organisation’s volunteers. This person will be responsible for playing a key role in ensuring a thriving volunteer network, and be involved throughout the volunteer journey, recruiting and inducting new volunteers, designing and delivering training, and providing ongoing supervision and support to our network of volunteers.</p> <p>To succeed as a Volunteer Coordination Officer, you should be very organised and have excellent communication and interpersonal skills. Experience in a similar role would be highly desirable.</p>	
Duties and Responsibilities	
<p>Volunteer recruitment:</p> <ul style="list-style-type: none"> • Develop an inclusive and accessible volunteer recruitment procedure that ensures equal opportunities for all. Your innovative approach will attract a diverse pool of volunteers to join our mission. • Craft comprehensive and enticing volunteer job descriptions for all current opportunities. Highlight the unique impact each role offers to inspire potential volunteers. • Proactively seek out new avenues to promote volunteer opportunities, expanding our reach and connecting with individuals passionate about making a difference. 	

- Oversee the administration of reference checks and DBS (Disclosure and Barring Service) screenings, ensuring the safety and trustworthiness of volunteers in relevant positions.

Volunteer training:

- Conduct engaging and informative induction training sessions for all new volunteers. Equip them with the knowledge and skills they need to excel in their roles and feel confident in their contributions.
- Collaborate with team members to provide ongoing training opportunities for existing volunteers. Facilitate workshops and webinars, both within Self Help UK and at external events, allowing volunteers to expand their expertise and personal growth.

Volunteer support:

- Offer continuous support to our volunteers, acting as a reliable point of contact throughout their journey. Provide guidance, answer queries, and address any concerns they may have.
- Foster a sense of community among volunteers by regularly sharing email bulletins and updates, ensuring they are informed and engaged with our initiatives.
- Organise and host appreciation events, activities, and meet-ups across Nottinghamshire, celebrating the dedication and contributions of our remarkable volunteers.

Policies and procedures:

- Uphold the integrity of our volunteer programme by ensuring all policies and procedures are kept updated. Your meticulous approach guarantees compliance and establishes a strong foundation for our volunteers' success.
- Conduct comprehensive risk assessments where applicable, identifying potential hazards and implementing necessary safeguards to protect volunteers and beneficiaries.

- Develop and maintain an accessible and informative volunteer handbook that serves as a valuable resource for our volunteers, clarifying expectations and providing essential guidelines.

Recording:

- Maintain accurate and up-to-date volunteer data, ensuring records are meticulously organised. This information will enable us to evaluate impact, measure engagement, and make data-driven decisions.
- Utilise our CRM (Customer Relationship Management) system to record and track all relevant interactions with volunteers, creating a seamless and personalised experience for each individual.
- Provide insightful reports on volunteering numbers and hours to various staff members, enabling them to gain a holistic understanding of our volunteer programme impact.

Additional responsibilities:

- Actively participate in team meetings, contributing your insights and ideas to foster a collaborative environment.
- Attend relevant training and networking events to expand your knowledge and stay updated with the latest trends and best practices in volunteer coordination.
- Fulfil any other reasonable duties set out by your line manager, demonstrating your flexibility and dedication to the overall success of our organisation.

This job description does not contain an exhaustive list of duties and you may be required to undertake additional responsibilities consistent with the scope of the position. It is a dynamic document which will be subject to review with the post-holder to adapt and develop the role according to the service needs and company policies.

Person specification: Volunteer Coordination Officer	
Essential criteria	Desirable criteria
<p>Knowledge required:</p> <ul style="list-style-type: none"> • A basic understanding of living with a health condition, issues such as cancer and the principles of holistic support • The fundamental concepts and principles of volunteer management, including recruitment, training, supervision, and evaluation • Familiarity with laws, regulations, and ethical guidelines related to volunteering, such as data protection, confidentiality, liability, and safeguarding including DBS checks • Policies, procedures, and protocols required to run a volunteer service, including safety guidelines, code of conduct, and volunteer roles and responsibilities • An understanding of effective communication techniques, being attentive, conflict resolution, and the ability to build rapport and maintain positive relationships with volunteers 	<ul style="list-style-type: none"> • A general knowledge of NHS Cancer services including how services are organised and or patient experience • Understanding of the community and voluntary sector • Proficiency in cancer awareness and knowledge of a variety of cancer diagnoses and NHS cancer services

<p>Experience of:</p> <ul style="list-style-type: none"> • Managing volunteers or working in a volunteer coordination role, demonstrating the ability to effectively lead, support and coordinate a team of volunteers • Recruiting and interviewing volunteers and ensuring they are appropriately matched and trained as well as working with Peer Group Officer when matching clients and volunteers • Building and maintaining positive relationships with diverse groups of individuals, including volunteers, staff members, and external stakeholders • Addressing challenges and solving problems that may arise in a volunteer program, as well as the ability to adapt to changing circumstances and priorities • Designing and delivering a comprehensive volunteer training programme, translation of volunteer training documents into BSL, ensuring volunteers have the necessary knowledge and skills to perform their roles effectively 	<ul style="list-style-type: none"> • Designing and delivering to Deaf volunteers
<p>Skills required:</p> <ul style="list-style-type: none"> • BSL NVQ level 4 or equivalent (this will be assessed by an independent assessor) • Proficient in the use of Microsoft 365, including SharePoint, OneDrive, Excel and PowerPoint • Excellent presentation skills, to an audience and camera 	

<ul style="list-style-type: none"> • Ability to provide ongoing supervision, guidance, and support to volunteers, including assigning tasks, providing feedback, and addressing any performance issues that may arise • Excellent written and interpersonal skills • Exceptional attention to detail, possessing excellent organisational and time management skills • Strong problem-solving skills, with a flexible and pragmatic approach to reaching appropriate solutions • Skills in fostering a collaborative and inclusive volunteer environment, promoting teamwork, and facilitating positive relationships • Ability to identify volunteer needs, develop recruitment strategies, and effectively assess and select suitable volunteers including Deaf volunteers based on their skills, interests, and project fit 	
<p>Qualifications:</p> <ul style="list-style-type: none"> • British Sign Language NVQ level 4 or above or equivalent 	