



Job Description

Job Title:	Volunteer Coordinator
Salary:	£23,000 p.a. pro rata
Hours:	Part-time – 21 hours per week
Responsible to:	Administration Manager
Location:	Knowsley Disability Concern, 263a Tarbock Road, Huyton, Merseyside, L36 0SD with flexibility for working from home.

Job Purpose:

- To deliver the volunteering strategy to increase the Charity's impact through the effective, safe and efficient use of volunteers assisting the delivery of KDC's services and operational activities, ensuring volunteers are engaged, supported and recognised.

Key Responsibilities:

- Recruitment, training, coordination and review of volunteers for the organisation as a whole
- Ensuring volunteer engagement, involvement and communications
- Monitoring of volunteer placements, ensuring that volunteers have the best of experiences
- Establishing and maintaining an up to date resource bank of volunteers

Principle Duties:

- Work with the staff teams to identify opportunities for volunteering
- Develop role descriptions for new volunteering opportunities
- Advertise and promote volunteering opportunities using engaging marketing materials and events, including social media
- Vet, recruit, induct and train volunteers in line with recruitment processes and coordinate appropriate external and internal training
- Act as main point of contact for volunteering enquiries, applicants, new and established volunteers ensuring a high standard of customer service and positive experience for volunteers
- Organise rotas and provide support and supervision to volunteers within agreed standards
- Support staff to ensure that correct procedures, policies and best practise in supporting and supervising volunteers are followed

- Recruiting, overseeing and supervising volunteers for special/occasional events, fundraisers and exhibitions.
- Ensuring that any counselling volunteers (where recruited) have suitable external clinical supervisions in place and such arrangements are formalised
- Organising and delivering initiatives, including engagement with National Volunteers Week, to recognise the contribution of volunteers and celebrate the positive impact volunteering has, including 'Thank You' events
- Managing effective systems to retain and administer volunteer information, in line with data protection (GDPR) legislation
- Developing and maintaining systems to enable effective monitoring and evaluation of outcomes and impact of volunteering, such as collecting data on volunteer hours delivered, exit interviews and other relevant KPI's.
- Preparing and delivering volunteering activity and performance reports
- Ensuring regular communication with volunteers through initiatives such as newsletters
- Organising opportunities for volunteers to come together, share experiences and feedback on their experience, for instance facilitating volunteer focus group
- Assisting volunteers with procedures, for example claiming back expenses
- Keep up to date with current volunteer legislation and policy

Other duties:

- Build and manage strategic relationships with key community stakeholders
- Promote KDC by representing the organisation at network events and relevant meetings as required
- Maintain awareness and best practice in managing volunteers
- Be a role model for the company culture

Key Working Relationships:

- Volunteers
- The KDC staff teams, particularly within Learning Disabilities Services, Administration Manager. A Good Life, the Direct Payments Support Service; and Your Payroll; the Service Manager, and Sessional Counsellors.
- Local voluntary organisations and groups, statutory health and social care agencies, supported employment agencies, local businesses and Chambers of Commerce, grants and funding officers.
- Service users, families and carers

General requirements:

- To work at all times in accordance with the philosophy, ethos and values and principles of the organisation
- A commitment to Equal Opportunities and Anti-Discriminatory Practices
- A commitment to undertake the necessary training and development activities in order to fulfil the role and potential.

- Willingness to attend staff meetings, external events, conferences and other meetings as required.
- Prepared to become familiar with and adhere to all of the organisation's Policies and Procedures
- To comply with individual responsibilities in relation to health and safety in accordance with KDC's Health and Safety Policy and Procedure and to ensure all health and safety requirements are effectively implemented.
- Willingness to participate in KDC promotional fundraising, social events and other activities as requested

Further Information

Equality & Diversity

It is the responsibility of all employees to support KDC's positive approach to diversity and equality of opportunity, to eliminate discrimination and disadvantage in service delivery and employment, and to manage, support or comply through the implementation of Equality & Diversity Strategies and Policies.

Safeguarding Children and Vulnerable Adults

KDC is committed to safeguarding vulnerable adults, children and young people. As an employee you are accountable to ensure that you know how to respond when you are concerned for the safety of a vulnerable adult, child or young person and will support you in this process by providing training, support and advice.

Records Management and Quality

As an employee, you are legally responsible for all records that you gather, create or use as part of your work within KDC and they remain the property of KDC. This includes client, financial, personal and administrative records, whether paper based or on computer. All staff have a responsibility to ensure information quality standards and the provisions of GDPR are achieved.

Information Security

Under the provisions of the Data Protection act, it is the responsibility of each member of staff to ensure that all personal data relating to clients and members of staff, whether held in manual or electronic format, is kept secure at all times.

Personal Development Review

KDC is committed to providing a high quality service through the effective management and development of its employees, including meeting skills and training needs. The Personal Development Review process ensures that KDC is able to achieve its key aims and objectives, whilst enabling employees to understand how the outcome of their contribution fits within these overall aims. All staff will be expected to participate fully in the process and comply with the Policy.

Training and development

KDC will assess the training requirements for all new staff prior to commencement and aims to ensure that all mandatory training is completed within the first three months

of staff starting. Refresher training must also be undertaken on a regular basis and in accordance with policy.

Rehabilitation of Offenders Act 1974

This post is subject to an exception order under the provisions of the Rehabilitation of Offenders Act 1974. This stipulates that all previous convictions, including those that are 'spent' must be declared. Previous convictions will not necessarily preclude an individual from employment but must be declared in writing at the appropriate stage during the recruitment process.

Data Protection

As your employer, KDC needs to keep information about you for purposes connected with your employment. The sort of information we will hold includes information for payroll purposes, references, contact names and addresses and records relating to your career with KDC. These uses are covered by our notification with the Information Commissioners Office under the Data Protection Act 2018. The information which we hold will be for our management and administrative use only but we may need to disclose some information we hold about you to relevant third parties (e.g. HMRC).

Disability Confident

KDC values the diversity of all its employees. As a commitment to supporting disabled applicants and employees, we have been awarded Disability Confident Employer. This means:

- When you fill in the application form we will ask if you have a disability to make sure the application process is fair to people who have a disability.
- We will interview any person who declares they have a disability that meets the essential criteria for the job they are applying for. The essential criteria are the most important things needed to be able to do the job.

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with the role of Volunteer Coordinator

December 2020

Volunteer Coordinator – Person Specification

Requirement	Essential	Desirable
Skills and Effectiveness	<ul style="list-style-type: none"> ▪ Excellent interpersonal and communication skills and able to deal positively with a diverse range of people. ▪ Excellent organisational skills and the ability to work under own supervision to manage a variety of tasks. ▪ Able to demonstrate excellence in customer service. ▪ Excellent IT skills with experience using all Microsoft Office packages ▪ Proficient in the use of social media channels and on-line platforms ▪ Highly motivated and results oriented ▪ The capacity to inspire and motivate others. ▪ Ability to produce engaging marketing materials to advertise and promote volunteering opportunities 	<ul style="list-style-type: none"> ▪ Ability to produce KPI data and performance management reports ▪ Ability to communicate and interact effectively, creatively and sensitively with people who have additional communication needs
Knowledge and Experience	<ul style="list-style-type: none"> ▪ Track record of managing volunteers effectively with ability to motivate and support volunteers ▪ Track record in organising successful fundraising events ▪ Knowledge and awareness of current approaches, guidance and practices in managing volunteers ▪ Experience in recruiting and inducting staff and volunteers ▪ Experience of producing role descriptions, writing adverts and managing recruitment drives ▪ Experience of creating rotas ▪ Experience of HR policy and process ▪ Experience organising and managing events 	<ul style="list-style-type: none"> ▪ Experience of delivering effective training and workshops to volunteers to support their development ▪ Experience in a team leadership or staff management role ▪ Familiarity with local services offered by statutory and VCS organisations ▪ Experience of managing an operational budget and understanding of how to deploy resources cost effectively.
Education and Qualifications	<ul style="list-style-type: none"> ▪ Good standard of general education with at least 5 GCSEs including Maths and English ▪ High standard of spoken and written English 	<ul style="list-style-type: none"> ▪ CIPP qualified or similar ▪ Educated to degree level or equivalent
Other	<ul style="list-style-type: none"> ▪ An empathy with volunteers and an understanding of their needs ▪ A commitment to working flexibly and creatively in response to changing organisational requirements. ▪ Ability to challenge oneself and others appropriately ▪ Demonstrable commitment to equality and diversity. ▪ Ability to travel across Knowsley and the Liverpool City Region 	<ul style="list-style-type: none"> ▪ Full driving license and access to own car