

**Job Title**: Community Volunteer Coordinator

**Reports to:** Volunteer Development Manager

**PART 1: JOB PROFILE**

**1. Main Purpose of Job**

To support the Volunteer Development Manager to implement our community volunteer strategy across Claire House Children’s Hospice in line with the vision, mission and values of the organisation. The post holder will pay particular attention to our outward facing volunteer roles including our fundraising and retail functions. The post holder will deliver administration and operational support, to both volunteers and staff, throughout the volunteer journey, including the recruitment, training, management and monitoring of volunteers.

**2. Position in the organisation**

* The role of the Community Volunteer Coordinator reports to the Volunteer Development Manager to ensure the strategic vision of volunteering at Claire House is operationally delivered and to fulfil the administration tasks of the Voluntary Services Department
* The post holder will work closely with and support the Fundraising and Retail teams at Claire House

**3. Scope of the job**

* To provide operational and administrative support of the delivery of the volunteering strategy
* To be the face of volunteering in the community, promoting opportunities across retail and fundraising
* To be visible in the community, attending recruitment events and promotional opportunities
* To develop new roles, opportunities and develop for volunteer in retail and fundraising
* To train and support volunteer Line Manager in our Retail and Fundraising function on how to recruit and retain volunteers
* To support our Retail and Fundraising Teams in volunteer growth, sustainability and operational support.
* To develop a pyramid of volunteer groups including ambassador roles and key holder roles
* To actively communicate with our volunteers via email, phone and via our Claire House App

**4. Dimensions and Limits of Authority**

The post holder will engage with and support the Volunteering Development Manager to set and implement the long-term and day to day activities for the development of volunteering and to provide support to volunteer line managers as required. The post holder will be responsible for the recruitment, coordination of tasks, day to day management, communication and monitoring of the volunteers within the Voluntary Services Department.

**5. Qualifications and Skill Level**

* Educated to A Level standard or equivalent
* Clear DBS check
* Excellent interpersonal and communication skills – able to relate to people from all walks of life
* Organised
* IT literate

**PART 2: DUTIES AND KEY REPONSIBILITIES**

**Promoting volunteering**

* Support the promotion of volunteering within the community through a proactive community engagement strategy. Working out in the community, at our events and by visiting our retail stores.

**Recruiting and inducting volunteers**

* To provide operational support to the volunteer management structure in delivering bespoke recruitment campaigns
* Support volunteer line managers in creative effective recruitment processes to support their function
* To be aware of volunteer requirements within all Claire House departments and support team members with their functions when required
* To ensure regular communication takes place with all groups of volunteers as appropriate.
* To re-deploy volunteers who wish to change their role in accordance with Voluntary Services processes.
* To provide operational and administration support to organisation wide training and induction of volunteers.

**Support and develop volunteers**

* To provide support to volunteer line managers as required.
* Guide, support and develop volunteers within the Volunteer Services Department, ensuring they are competent to fulfil their role
* Provide administration support to the volunteer services management process.
* To ensure volunteer databases are accurate and up to date, and robust administrative systems are followed during the volunteer journey.
* To assist with the organisation of volunteer recognition events and activities
* Support the voluntary services communication with Claire House Volunteers, internal staff and the wider community

**Manage yourself, your relationships and your responsibilities**

* Manage and continuously support the development of your own and other’s capacity for managing volunteers
* Manage the volunteers within the Voluntary Services Department.
* Support the Volunteering Development Manager to develop productive working relationships between stakeholders
* Support the Volunteering Development Manager to identify, assess and control health and safety risks.
* Provide support for Claire House volunteering programmers and actively contribute to the development of the volunteering strategy.

**General Claire House Requirements**

* Adhere to and comply with organisational policies, procedures and guidelines at all times
* Implement risk management strategies (including reporting, registering risk and learning), taking all reasonable steps to manage and promote a safe and healthy working environment which is free from discrimination
* Implement Health and Safety regulations through risk assessment. Maintain a constant awareness of health, welfare and safety issues affecting colleagues, service users, volunteers, visitors and themselves, reporting any accidents or faults in line with organisational policy. Participate fully in health and safety training
* Comply with the organisational policy on confidentiality and the Data Protection Act 2018 (incorporating the General Data Protection Regulation GDPR) relating to information held manually or on computerised systems
* Respect the confidentiality and privacy of children, young adults, volunteers and staff at all times
* Participate in personal training, development and appraisal, and attend all relevant training courses as required
* Take part in organisational research
* Embrace the positive volunteer culture which Claire House strives to create.

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| **Person Specification** Essential | | | Desirable |
| ***Qualifications*** | | Educated to A Level/NVQ Level 3 standard or equivalent.  Evidence of ability or willingness to undertake further study as part of a structured personal development programme | Recognised qualification in volunteering, administration or other relevant qualification. |
| ***Experience*** | | Experience of administration support and processes  Experience of providing customer service and working with members of the public and diverse groups of people  Demonstrable experience of managing a diverse workload and working to deadlines | Experience of volunteer management and implementing volunteer strategies.  Experience of excellence in and a commitment to the development of volunteering within a similar organisation. |
| ***Knowledge, skills and understanding*** | | Excellent communication skills, with the ability to relate to people at all levels, including volunteers and paid staff.  Excellent interpersonal skills – demonstrating warmth, understanding and efficiency  Competent in use of Microsoft Office suite of packages and experienced in working with databases  Excellent organisational and administration skills  Commitment to learning and self-development. | Interviewing knowledge and skills  Knowledge of the Not-for-Profit sector and volunteering practices  Knowledge of the retail volunteer sector and fundraising volunteer sector |
| ***Personal Attributes*** | Must hold a full UK driving license | | A commitment to Claire House, its vision and its values  Friendly, outgoing manner and a clear, positive |