

JOB DESCRIPTION - Volunteer Coordinator

Volunteer Coordinators are employed in each of Trafford's six Community Hubs.

The Volunteer Coordinator for St John's Centre will be employed by the Centre and will work with the other members of our staff team.

Reporting to: Centre Manager

Hours: 28 hours per week, Tuesday-Friday 9.30am-5pm

Salary: NJC Scale 4.7 pro rata £20,444 (£15,265)

Purpose of Post

To coordinate volunteering opportunities across Old Trafford, deploying volunteers within St John's Centre and Hub as well as to other local settings to meet their volunteering needs. To recruit and place volunteers, ensure training and ongoing support is delivered, and to record volunteer progress and outcomes.

Main Duties & Responsibilities

The postholder will:

- Deploy volunteers to local projects and ensure ongoing mentoring and support
- Work closely with volunteers and local organisations, building relationships and developing stronger communities.
- Deliver training to volunteers during their onboarding period and ongoing, as required
- Work with volunteers to help identify their personal development needs and identify opportunities to increase their skills and make best use of existing assets
- Work with Volunteer Coordinators at the other Hubs to identify opportunities for volunteering and minimise barriers across the neighbourhood and the borough
- Gather data, case studies and feedback to allow the tracking of effectiveness of the volunteering strategy and develop a best practice

Other duties and responsibilities

- Attend Hub/Collective Meetings and other network meetings as required
- Report progress to the Board of St John's Centre
- Attend staff meetings
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues
- Develop own skills within the context of the work undertaken and around any changes or growth areas

Qualifications:

Community Work qualification or equivalent

Experience:

- Recruiting, placing and managing volunteers
- Working in or with Voluntary Organisation
- Working with diverse communities
- Working across different sectors and developing links with other agencies
- Monitoring, collating information and reporting.
- Using a CRM system (not essential as training will be given)

Skills:

- Excellent communication skills
- Strong interpersonal skills and the ability to deal with a diverse range of people
- Experience of managing or coordinating projects and volunteers (paid or unpaid)
- An empathy with volunteers and an understanding of their needs
- The capacity to inspire and motivate others
- The ability to deal with information in a confidential manner and respond with sensitivity
- Good organisational skills and the ability to manage a variety of tasks
- Administrative and IT skills, and an ability to maintain records and produce clear written and oral reports
- A flexible and non-judgmental approach to people and work
- Flexibility and a willingness to work as part of a team
- To understand and empathise with the aims and values statement of the centre and its equal opportunities policies

Personal attributes

We are looking for someone who will fit in with the culture of the Centre, who understands the importance and relevance of volunteering within an organisation and someone committed to making a difference to people's lives.

Person Specification – Volunteer Coordinator

Qualifications	Essential/ preferred	
Community Work qualification or equivalent	P	Application form
Experience		
Recruiting, placing, training and managing volunteers within a VCSE setting	E	App form & Interview
Working with diverse communities	E	App form & Interview
Monitoring, collating information and reporting	E	App form & Interview
CRM system (not essential as training will be given)	P	App form & Interview
Working collaboratively with partnership organisations	P	App form & Interview
Skills & Knowledge		
Excellent communication skills	E	App form & Interview
Knowledge of Volunteering policies	P	App form & Interview
Strong interpersonal skills and the ability to deal with a diverse range of people	E	App form & Interview
The ability to deal with information in a confidential manner and respond with sensitivity	E	App form & Interview
Good organisational skills and the ability to manage a variety of tasks	E	App form & Interview
Administrative and IT skills, and an ability to maintain records and produce clear written and oral reports	E	App form & Interview
Ability to work in a diverse community setting	E	App form & Interview
Ability to work independently and as part of a team	E	App form & Interview
Understand and empathise with the aims and values statement of the Centre and its equal opportunities policies	E	App form & Interview
Empathy with volunteers and an understanding of their needs	E	App form & Interview
Personal Attributes:		
Positive, solution focused attitude (can do)	P	App form & Interview
Strong team player	P	App form & Interview
A flexible and non-judgemental approach to people and work	E	App form & Interview
the capacity to inspire and motivate others	E	App form & Interview
A high degree of integrity and awareness of the need for confidentiality	E	App form & Interview
Willingness to undertake training if required	P	Interview
Understand and empathise with aims of the Centre's values statement	E	Interview