

Designation:	Volunteer Coordinator
Grade:	Stroud 3
Hours:	20
Location:	Various locations across the Stroud district
Job Purpose:	Planning, recruiting, training and supporting volunteers
Responsible to:	Independent Living HUB facilitator
Responsible for:	Managing all elements of volunteering within the Independent Living Community HUBS, assessing and meeting demands through recruitment, placement and retention of volunteers.

KEY DUTIES

- Manage volunteer recruitment, interviewing candidates and matching them with appropriate roles.
- Develop and deliver bespoke volunteer induction and training
- Refer volunteers onto relevant staff members for tailored support and guidance.
- Ensure Health & Safety and Safeguarding training is completed and refreshed by volunteers where necessary.
- Organise and run regular volunteer social and support events whilst being the main point of contact.
- Raise public awareness of both the need for and the role of volunteering.
- Evaluate and improve the volunteering process and experience.
- Provide case studies demonstrating journey travelled.
- Promote the organisation, its volunteer efforts and its accomplishments internally and externally.

SKILLS AND KNOWLEDGE

- Strong communication skills – both written and verbal
- Excellent organisational skills
- Ability to motivate and inspire.
- Friendly, welcoming approach, building meaningful relationships whilst maintaining professional boundaries at all times.
- Commitment to ensuring equality of opportunity and access for all.
- Minimum of 2 years' experience in the volunteer sector and recruitment of volunteers

COMPLEXITY AND CREATIVITY

- Acts as liaison point for tenants and residents
- Responds to queries and complaints
- Creativity required maintaining and fostering social inclusion
- Promotes awareness of the service

Work requires the exercise of creativity within the general framework of recognised procedures.

JUDGEMENT AND DECISIONS

- Routine decisions on aspects of work with all other decisions being referred to the Community Hub Facilitator/Service Delivery Manager.
- Work is carried out within clearly defined rules and procedures involving decisions chosen from a range of established alternatives.

CONTACTS

- Members of the Council
- Members and staff of other local authorities'/partner agencies
- Suppliers and contractors
- Tenants, residents and their families and carers
- Members of the public

RESOURCES

- Little or no responsibility for financial resources

TRAVEL DESIGNATION

- You are required to have access to a vehicle in order to fulfil the duties of this role. You will be entitled to claim for the mileage you incur whilst on Council business in accordance with HMRC mileage rates and the Council's Travel and Subsistence policy

GENERAL

- To work with communities sometimes outside normal office hours, including weekends.
- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity/Diversity at all times and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.
- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.

This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.