

Designation:	Volunteer Coordinator
Grade:	Stroud 3
Responsible to:	Independent Living Community Hub Facilitator
Service Area:	Housing Services
Post Number:	

ESSENTIAL CRITERIA

QUALIFICATIONS

Good standard of General Education

EXPERIENCE

- Relevant experience in volunteer engagement and support.
- Demonstrable experience of engagement with individuals and/or committees
- Experience of organising and supporting events
- Demonstrable experience of person centred working

SKILLS & KNOWLEDGE

- General awareness of the work of Community HUBS (or willingness to learn)
- Knowledge of volunteering good practice, strategy and policy
- An understanding of legislation and policy relating to vulnerable adults
- Understanding of data protection requirements and confidentiality
- Knowledge of volunteering techniques and methods
- Strong communication skills, verbal and written and ability to relate to people from diverse background
- Able to champion the role and contribution of volunteers

PERSONAL ATTRIBUTES

- Enthusiastic and committed to work
- Proven ability to work on own initiative, plan work programme and meet deadlines
- Ability to work effectively with and contribute to a team
- Willingness to take on different tasks as the role develops to meet the needs of the organisation.

OTHER

- Committed to working for an employer that values diversity and equality of opportunity

CORE COMPETENCIES

1. Effective Communication

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication dependant to your customer, using effective listening with the ability to persuade and influence where appropriate.

2. Customer Focus

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment o understanding and meeting their needs, in line with policies.

3. Working Together

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

4. Innovating

You will be able to seek better, more effective ways of delivering services.

5. Accepting Change

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

6. Supporting the delivery of SDC priorities

You will be able to demonstrate an understanding of and commitment to the Council and its Services.

You will be able to demonstrate how your work supports and meets the needs of the service.

Outer layers of the [competency framework](#) apply with Management and Leadership roles.