

 Job Description

Job title: Volunteer Co-ordinator

Accountable to: Fundraising & Communication Manager

Location: Office base will be Frome Town Hall but with travel throughout Somerset and Wiltshire. Home working could be arranged.

Hours: 15 hours per week, days can be negotiated Fixed term until March 2021.

Salary: Up to 20,000 pro rata

We Hear You is a charity providing free professional counselling for children, young people and adults affected by cancer, life-threatening conditions or bereavement in Bath and North East Somerset, Somerset and Wiltshire.

Purpose of job:

The postholder will be responsible for coordinating our existing pool of volunteers and the recruitment of additional volunteers to the organisation.

Duties and Responsibilities

* Co-ordinate the organisation of volunteers across existing areas.
* Recruit new volunteers to the organisation across the areas We Hear You provide services, prioritising three key areas – Street, Yeovil and Frome.
* Source and advertise volunteer opportunities, including creating and editing templates for volunteer adverts.
* Build local relationships with other agencies and volunteer centres.
* Work with the communications team to produce a new volunteer induction programme. Ensure all new volunteers receive appropriate induction material and existing volunteers are provided with up to date material.
* Help identify development and training needs for individuals and groups of volunteers.
* Provide support and guidance for new volunteers during their induction period.
* Provide ongoing support for active volunteers and liaise with Fundraising Officer/Manager regarding volunteer need.
* Develop and facilitate social and peer opportunities for volunteers.
* Keep accurate records of volunteers.
* Such other duties as are deemed commensurate with the post.

Qualities and Skills Required

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|  | Essential | Desirable |
| Knowledge and Experience |
| Relevant experience and knowledge of working with, managing and motivating volunteers in the charitable sector. |  |  |
| Excellent written and oral communication |  |  |
| Excellent administration skills |  |  |
| Experience of using social media and other communication methods eg press releases |  |  |
| Strong IT/computer skills, including word, excel, outlook |  |  |
| Experience of maintaining and updating records and collating data and other information |  |  |
| Experience of using and maintaining databases and websites |  |  |
| Essential qualities skills and experience  |  |  |
| Ability to plan and manage own time and workload |  |  |
| Good communications skills and ability to promote the charity using a variety of methods |  |  |
| Ability to communicate verbally and in writing with a range of people including, volunteers, funders, clients, contractors and other stakeholders |  |  |
| To work as part of a team and on own initiative  |  |  |
| Excellent attention to detail and strong organisational skills |  |  |
| Ability to undertake a variety of administrative functions including correspondence, telephone enquiries and filing.  |  |  |
| Experience of dealing with schedules and budgets |  |  |
| Knowledge of the voluntary sector  |  |  |
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General

The post-holder will be expected to adhere to all organisational policies, including health and safety. The post-holder will be expected to represent the charity at events and external meetings which may require some evening and weekend working.

Equal Opportunities

The post-holder will be expected to implement We Hear You’s Equal Opportunities Policy in all aspects of their work.

Confidentiality

The post-holder will be expected to abide by We Hear You’s Confidentiality Policy at all times.

Safe Guarding Children

This organisation is committed to safe guarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.