

Person specification			
Post Title: Volunteer Coordinator			
	ESSENTIAL	DESIRABLE	EVIDENCE
Qualifications		<ul style="list-style-type: none"> • First Aid qualification • NVQ level 3 or equivalent 	Application Form
Experience	<ul style="list-style-type: none"> • Proven experience of managing, supervising, motivating and developing volunteers. • Experience of developing and implementing policies and procedures to achieve high quality standards. • Excellent customer service/people skills. 	<ul style="list-style-type: none"> • Experience of applying for securing grant funding and generating income • Experience of managing projects and contracts. • Experience of managing budgets • Experience of Southmead or an area similar to Southmead. 	Application Form Interview
Specific Skills/ Knowledge	<ul style="list-style-type: none"> • Outstanding communication, both written and verbal skills and ability to deal with different personalities and levels of ability. • Able to identify training needs, potential performance and HR issues early on and resolve them in a sensitive and professional manner. • Knowledge of good health and safety procedures and practices. • Understanding the reasons that people volunteer and the support they need • An understanding and commitment to equalities 	<ul style="list-style-type: none"> • Knowledge of employment legislation and HR processes. • Knowledge of contract delivery • Experience of conducting risk assessments. • Good IT Skills and the ability to manage a database and social media • Proven track record in new partnership development, project management and liaison, building and maintaining partnerships/relationships. 	Application Form Interview
Attitude	<ul style="list-style-type: none"> • Passionate about volunteering • Skills in negotiating and influencing. • Willingness and ability to work outside normal office hours and across multiple sites. 	<ul style="list-style-type: none"> • Skills in conflict resolution, 	Application Form Interview

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	ESSENTIAL	DESIRABLE	EVIDENCE
	<ul style="list-style-type: none"> • Ability to work independently and proactively. • Ability to work as part of a team as well as lead a team. • Personal drive for excellence in all things. 		
Other	<ul style="list-style-type: none"> • Willing to participate in a range of unexpected tasks, for the overall success of the Southmead Development Trust. 	<ul style="list-style-type: none"> • Knowledge of Southmead and the issues facing local residents • Awareness of the factors that affect the health and well-being of a community 	Application Form Interview

SOUTHMEAD DEVELOPMENT TRUST

Job Description

Post: Volunteer Coordinator

Job Purpose: Recruiting, supporting and developing Community Supporters (volunteers) within Southmead. The overall coordination of Community Supporters for **Neighbours Connect Southmead**. Developing projects with residents in response to residents skills and interests.

Responsible to: Programme Manager

Salary: £22,000 – 24,000 pro rata

Hours: Full Time

Roles and Responsibilities:

Volunteer Management

1. Promote and encourage volunteering within Southmead and take the lead in facilitating recruitment drives, including developing promotional material, hosting information events and creating pathways to volunteering and celebrating volunteers.
2. Take the lead in recruiting, inducting, training, mentoring, retaining and supervising Community Supporters adhering to **Neighbours Connect Southmead** volunteering and safeguarding policies and procedures, maintaining the volunteer policies and training information.
3. Work closely with the Community Life Planning Coordinator to ensure that Partners receive the support they require by matching them with the appropriate Community Supporters.
4. Ensure accurate records of Community Supporters' information including personal details and qualifications, are kept up to date and in accordance with **Neighbours Connect Southmead's** Data Protection policy.
5. Ensure the information on **Neighbours Connect Southmead's** IT systems is accurate and up to date.
6. Conduct satisfaction surveys and implement monitoring and evaluation systems, preparing reports as required including quarterly monitoring and evaluation reports.
7. To maintain a comprehensive database of volunteers, placements and any other management information required.

Operational Management

1. Develop successful working relationships across statutory, voluntary and community organisations to source and secure support for Community Supporters and vulnerable children/families, adults and carers.
2. In conjunction with the Programme Manager, identify, mitigate and manage risks and environmental considerations in relation to programme delivery.
3. Build relationships and links across communities to promote and support the scale up of the project and provide representation on a range of multi-agency forums.
4. Capture an evidence base that can be used to demonstrate the programme impact to a wide range of audiences and inform future service delivery.
5. Support the Manager to achieve project outcomes in line with **Neighbours Connect Southmead** operational plans.
6. When appropriate provide information and input into securing programme funding.
7. Support the Manager in the development of **Neighbours Connect Southmead** Volunteer Strategy and lead on implementation.
8. Ensure the Health and Safety of volunteers in accordance with Health and Safety legislation.
9. Support **Neighbours Connect Southmead** to be responsive to the changing needs and aspirations of the community.
10. Obtain and maintain (or if others have already done this, support them to obtain and maintain) information on the range of local services, activities, clubs, groups, destinations, etc available (asset mapping) and report on any gaps in service that become apparent through the project.
11. Keep accurate records relating to the interactions that take place as part of the delivery of the service, contributing to the collection of monitoring information and preparation of progress reports.
12. Follow agreed processes and protocols for storing and transferring information about patients and ensure that confidentiality is maintained as the requirement of the Data Protection Act 1998.
13. Assist the Programme Manager with the communications and marketing of the project.

General Duties

1. To comply with all Southmead Development Trust's policies and procedures.
2. To maintain a professional attitude and conduct at all times.
3. Have a Flexible approach to working which will include occasional evenings and weekends.
4. Undertake and/or manage complex administration tasks and IT systems as well as general administrative tasks as needed.
5. Attend regular team meetings and provide progress reports in line with agreed programme outcomes.
6. Undertake duties in a way that enhances and promotes the reputation and profile of **Neighbours Connect Southmead**.
7. To promote good equal opportunities practices and to take positive steps to counter discrimination however and wherever it occurs
8. Any other duties as and when required.