

## Job Description

### Volunteer Co-ordinator

Working as a volunteer coordinator, you will manage all elements of volunteering either within the organisation. The role involves assessing and meeting our needs through the recruitment, placement and retention of volunteers.

You will manage volunteers and the relationships with those they come into contact with, including employees and service users of an organisation. You will also monitor, evaluate and accredit volunteers.

#### Responsibilities

As a volunteer coordinator, you will need to:

- research and write volunteer policies and procedures, including risk assessments
- liaise with departments within our organisation to understand how they work, develop partnerships and assess their needs
- generate appropriate volunteering opportunities and role descriptions based on the needs of the organisation
- raise staff awareness of the role and the function of volunteers
- ensure there is appropriate support and training for volunteers
- promote volunteering (internally and externally) through recruitment and publicity strategies and campaigns
- interview and recruit volunteers and ensure they are appropriately matched and trained for a position
- organise rotas and provide inductions and training
- monitor, support, motivate and accredit volunteers and their work
- celebrate volunteering by nominating volunteers for awards and organise celebration events
- offer advice and information to volunteers and external organisations through face-to-face, telephone and email contact
- organise profile-raising events to attract new volunteers
- attend committees and meetings
- manage budgets and resources, including the reimbursement of expenses
- keep up to date with legislation and policy related to volunteering and make any necessary modifications to accommodate changes
- work with multiple agencies across different sectors in order to establish good working relationships to influence decisions about volunteering
- generate income, write funding bids and raise funds to make projects sustainable
- monitor and evaluate activities and write reports for funders and trustees
- maintain databases and undertake any other administrative duties.

#### Qualifications

A degree or HND (or working towards such) in the following subjects can be helpful:

- business and management studies
- human resource management
- social work

- youth and community work.

Entry without a degree is possible also consider experience over academic achievements.

### Skills

You will need to show:

- excellent communication skills
- strong interpersonal skills, 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
- experience of working across different sectors and developing links with other agencies
- a flexible and non-judgemental approach to people and work.
- An understanding of the sector, commitment to the organisation you work for and, if relevant, empathy with service users, are also important skills. Charities need people who have the ability to cope with limited resources, seize opportunities and think creatively.
- The ability to handle numerical data may be required if the role involves budget management or fundraising, as well as political awareness and the ability to remain impartial, as many roles involve working in politically sensitive areas.
- A full, clean driving licence and use of a car, for the purposes of visiting organisations and assisting volunteers with travel, may be necessary.

If you are interested in this role, please send a CV and cover letter to [info@alridha.org](mailto:info@alridha.org).