

Job Description

Title:	Volunteer Coordinator
Reports to:	Operations Manager
Remuneration:	£22,882.22 - £24,531.04 (pro-rata subject to experience)
Hours:	15 hours per week
Based:	Hybrid (office base Paul's Place, Coalpit Heath Cricket Club, Bristol)
Terms:	Permanent, 28 days annual leave entitlement plus bank holidays (based on a full-time equivalent), occasional weekend and evening working
DBS Status:	Enhanced DBS with appropriate barred checks

ROLE PURPOSE

To manage and grow the team of volunteers at Paul's Place to support projects and service within the charity. To ensure that consistent support systems are in place to support volunteers and Members alike. To manage our MA Music Therapy placement partnership with UWE.

MAIN DUTIES	
Supervision	<ul style="list-style-type: none"> To be responsible for supervision of the volunteers at Paul's Place, overseeing their learning, development, and training. Carry out one to one meetings with volunteers. Manage volunteer rotas to ensure that volunteer support is in place to support Paul's Place projects and services. To provide supervision to the MA Music Therapy students on placement with Paul's Place throughout the academic year, providing a weekly debrief and supervision session. Manage any volunteer issues with the Operations Manager.
Organisational Responsibilities	<ul style="list-style-type: none"> Ensure that all volunteer contact details are up-to-date, and all details are entered onto the CRM system. Support Operations Manager with activity planning and consideration of volunteer support roles. Prepare volunteer rotas to meet the needs of Paul's Place projects and services.
Service Delivery, Quality Assurance, Monitoring and Evaluation	<ul style="list-style-type: none"> Ensure all volunteer related paperwork is completed and volunteer record management systems maintained. Ensure all volunteer training records are up-to-date and that volunteers have completed all necessary training and are adhering to all policies and procedures. Ensure that all requirements are in place relating to volunteering quality assurance and making Paul's Place a meaningful volunteering opportunity. Process DBS checks for volunteers and keep records up to date.

Relationship Management	<ul style="list-style-type: none"> • To develop professional relationships with staff, volunteers, members, Trustees • Ensure all volunteers adhere to the Paul's Place Professional Boundaries Policy and 'live out' the values (inclusive, encouraging, empowering, caring, and friendly) • Liaise with other organisations, such as local business, universities, and colleges to promote volunteering opportunities. • To promote volunteering opportunities and be responsible for the recruitment and training of all Paul's Place volunteers. • To support the partnership between Paul's Place and UWE providing volunteer placements to MA Music Therapy students throughout the academic year.
General duties	<ul style="list-style-type: none"> • Attend line management supervision, team meetings and annual appraisal. • Keep up to date with issues and developments within the disability community. • Attend mandatory safeguarding training and refresher sessions, as well as other relevant staff development/ learning sessions. • All staff may be asked to undertake other duties and responsibilities as determined the CEO or Board of Trustees.

Person Specification

EXPERIENCE		Essential (E) / Desirable (D)
1	Experience of recruiting, managing, and working with volunteers either in a paid or voluntary capacity	E
2	Experience of designing/delivering volunteer led community projects	E
3	Experience of report writing	E
4	Experience of training groups of people	D
KNOWLEDGE		
1	Knowledge of what motivates individuals to volunteer and a knowledge of the requirements that people have to take on a volunteer role.	E
3	Knowledge and understanding of disability, the challenges that disabled people face and knowledge of equality and diversity issues.	D
4	Knowledge of how to plan for volunteer led projects.	D
SKILLS		
1	Proven project management skills and ability to carry out tasks to a deadline.	E
2	Problem solving skills and the ability to think creatively	E
3	Excellent verbal and written communication skills	E
4	Proactive and able to use own initiative working with minimal supervision, within a defined work-plan.	E
5	Confident using IT and familiar with Microsoft office packages	E
6	Basic counselling skills and use of active listening	E
QUALIFICATIONS		
1	Educated to an A Level standard with a good level of English and Maths	E