

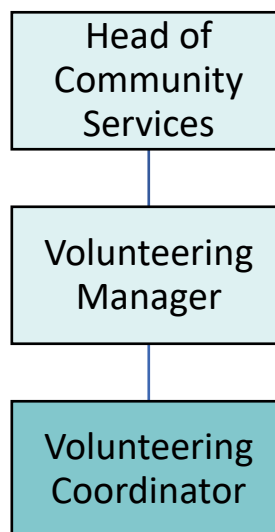
<b>Job Title:</b>	Volunteering Coordinator
<b>Salary Range:</b>	£27,000
<b>Responsible To:</b>	Volunteering Manager

### 1. Job Summary

Reporting to the Volunteering Manager, the Volunteering Coordinator will bring together and promote Kisharon Langdon's volunteering programme. The post holder will be responsible for recruiting and motivating volunteers to get involved in a range of exciting opportunities across Kisharon Langdon. They will also assess and meet Kisharon Langdon's volunteer needs through the recruitment, placement, and retention of volunteers; provide training and supervision to volunteers in a variety of roles across the organisation and be an ambassador for volunteering.

Working with the Volunteering Manager, the post holder will play a key role in developing and managing relationships with new and existing volunteers. The Volunteering Coordinator will manage all elements of the volunteering journey, including managing volunteers and the relationships between employees and our members/people we support.

### 2. Organisation Chart



### 3. Key Tasks

- To support the Volunteering Manager to embed a culture of volunteering across the whole organisation.
- To significantly grow the number of volunteers and hours provided leading to an increase in the level of support for member/people we support's activities and social care programming.
- To organise profile-raising events to attract new volunteers.
- To liaise with departments within Kisharon Langdon who are recruiting volunteers to understand how they work, develop partnerships, and assess their needs for volunteers.

#### **4. Operational Tasks**

- To work with the Volunteering Manager to write and update volunteer policies and procedures, including risk assessments.
- To generate appropriate volunteering opportunities and role descriptions based on the needs and wishes of the member/people we support, department, or service.
- To identify roles that develop new skills or build on existing experience and knowledge of volunteers.
- To maintain schedules and accurate records for new and existing volunteers across a range of systems e.g. database, excel, word.
- To assist the Volunteering Manager to fill ad-hoc volunteering roles, particularly around festivals and special projects.
- To celebrate volunteering by nominating volunteers for awards and organise celebration events, thank you events and gifts for volunteers.
- To ensure volunteers are thanked and archived at the end of their volunteering journey and seek feedback on their volunteering experience.
- To keep up to date with legislation and policy related to volunteering and make any necessary modifications to accommodate changes.
- To keep up to date on best practice in volunteering and translate into delivery of volunteering at Langdon.
- To attend, participate and contribute to relevant meetings.
- To monitor and evaluate activities and support bids from funders.
- To undertake any other tasks deemed relevant to the job purpose as directed by and agreed with the Line Manager.

#### **5. Communications**

- To promote volunteering (internally and externally) through recruitment and publicity strategies and campaigns.
- To send volunteer new stories to the Marketing and Communications team and supplying leads for the volunteer newsletter.
- To produce and disseminate regular community engagement / volunteer newsletter.
- To offer advice and information to volunteers and external organisations through face-to-face, telephone, virtual and email contact.
- To enhance Kisharon Langdon's profile within the wider community.

#### **6. People Management**

- To ensure that volunteers have a great experience, feel welcomed, inspired, supported, and valued.
- To recruit and interview volunteers and ensure they are appropriately matched and trained for a position.
- To carry out pre-volunteering checks, including references and Disclosure and Barring Service (DBS) checks where appropriate.
- To provide inductions and training, as well as debrief interviews for departing volunteers.
- To ensure there is appropriate support and training for volunteers through regular informal contact and more structured reviews.
- To monitor, support, and motivate volunteers and their work.
- To manage the reimbursement of volunteer expenses.

## 7. Key Values

In addition to undertaking the duties as outlined above, the post holder will be expected to adhere to the following:

- **Organisational Values**  
To behave in accordance with the organisation's values.
- **Equality & Diversity**  
To act in accordance with the Organisations Equality & Diversity Policy, which is designed to prevent discrimination of any kind.
- **Health & Safety**  
Ensure that all duties are carried out in line with the Organisation's Health & Safety Policy.
- **Risk Management**  
Responsible for reporting complaints, incidents and near misses through the appropriate reporting procedures.  
Responsibility for attending health & safety training as required.  
Responsibility for assisting with risk assessments.

## 8. Note

This job description outlines the roles, duties and responsibilities of the post. It is not intended to detail all specific tasks. Kisharon Langdon reserves the right to alter the content of this job description to reflect the changing needs of the organisation, but is a correct reflection of the main duties of the post at the time of writing.

## 9. Acceptance

I agree to undertake the duties of the job in accordance with the above.

**Signed:** ..... (Post Holder)

**Name:** ..... (Print)

**Date:** .....

**Signed:** ..... (Line Manager)

**Name:** ..... (Print)

**Date:** .....

**This document is to be signed and returned to the HR Department on your appointment and/or at the review point for Kisharon Langdon Job Descriptions. The signed copy will be retained on your Personal File.**

**PERSON SPECIFICATION**

**Volunteering Coordinator**

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Educated to GCSE level with grade A-C in Maths &amp; English.</li> </ul>	<ul style="list-style-type: none"> <li>Previous experience of working in a similar position.</li> </ul>
<b>Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>Experience of managing or coordinating projects and / or volunteers.</li> <li>Empathy with volunteers and an understanding of their needs.</li> <li>Experience of working across different sectors / organisations and developing links with other agencies.</li> <li>Excellent knowledge of Microsoft Office applications including, Word, Excel &amp; Teams.</li> <li>Experience in managing databases, electronic records and dealing with sensitive information.</li> </ul>	<ul style="list-style-type: none"> <li>An understanding of the Learning Disability sector.</li> <li>Experience of managing volunteers or / and remote teams.</li> <li>A successful track record of volunteer coordination within an organisation of comparable scope, size and complexity.</li> <li>Evidence of continual professional development.</li> </ul>
<b>Communication &amp; People Skills</b>	<ul style="list-style-type: none"> <li>The capacity to inspire and motivate others.</li> <li>Excellent communication skills both written and face to face, including networking and presentation skills.</li> <li>Strong interpersonal skills, to deal with a diverse range of people.</li> <li>Ability to respond to issues with sensitivity.</li> <li>Understanding of confidentiality and professional boundaries.</li> <li>A flexible and non-judgemental approach to people and work.</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrable evidence of values-based approach to volunteer coordination / similar role.</li> </ul>
<b>Organisation Skills</b>	<ul style="list-style-type: none"> <li>Good organisational and time management skills, with the ability to multi-task and plan and prioritise your workload.</li> <li>The ability to think creatively, make the most of opportunities and deliver with limited resources.</li> <li>Able to work autonomously and prioritise tasks to balance emerging and changing needs of Kisharon Langdon.</li> <li>Good attention to detail.</li> </ul>	<ul style="list-style-type: none"> <li>Working knowledge of databases.</li> </ul>

<b>Specialist Skills</b>	<ul style="list-style-type: none"> <li>• Evidence of improving volunteer / staff performance, delivering positive outcomes and establishing &amp; maintaining a strong volunteer culture.</li> <li>• A successful track record of effective partnership working and networking with key stakeholders.</li> <li>• Ability to maintain records and produce clear written and oral reports.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Safer Recruitment practices.</li> <li>• Knowledge of Charity/voluntary sectors with awareness of disability issues.</li> <li>• An understanding of existing and pending legislation and regulation (e.g. volunteer management, Adult Social Care, Safeguarding )</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Able to work outside of usual office hours including evenings and weekends as required.</li> <li>• Candidates should indicate an acceptance of and commitment to the principles underlying Kisharon Langdon’s Equity, Diversity &amp; Inclusion and Health &amp; Safety Policies.</li> </ul>	<ul style="list-style-type: none"> <li>• Driver with access to own vehicle.</li> </ul>