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| C:\Users\Ouldh\Desktop\harbour-logo-01 re-size smaller.png**ROLE PROFILE** |
| **Role Title** | Volunteer Coordinator | **Team** | Central Services |
| 1. **Purpose of the**

**Role** | Working as a volunteer coordinator, you'll manage all elements of volunteering. You'll manage volunteers and the relationships with those they work with, including employees and people using services. You'll monitor, evaluate and accredit volunteers. You will understand and be dedicated to the impact that volunteers can have with the aim of radically improving outcomes for people using our services. Harbour is a charity that is committed to providing support and assistance to individuals, families and communities affected by substance use. As volunteer coordinator you will promote, coordinate and support volunteering developing a high quality volunteering programme. You will work in collaboration with teams from Harbour and Livewell to identify opportunities for volunteers to support us and facilitate their recruitment, selection, induction, and training. You will contribute to people using services, involvement activities, promoting meaningful opportunities and ensuring our forums are engaging and ensure people using services have a voice and are listened to and responded to.   |
| **Reports to** | Operations Manager | **Band** | 3b | **Starting Salary** | 3b £29,428(£29,428 - £34,701) |
| 1. **Principal**

**Accountabilities** | * Research and write volunteer policies and procedures.
* Carry out risk assessments of the work of volunteers where necessary.
* Liaise with other teams in Harbour and Livewell for which we are recruiting volunteers to understand how they work, develop partnerships and assess their needs.
* Generate appropriate volunteering opportunities and role descriptions based on the needs of Harbour and Livewell.
* Raise staff awareness of the role and the function of volunteers.
* Promote volunteering (internally and externally) through recruitment and publicity strategies and campaigns.
* Recruit and interview volunteers and ensure they are appropriately matched and trained for a position.
* Carry out pre-volunteering checks, including references and Disclosure and Barring Service (DBS) checks where appropriate.
* Prepare orientation materials for new volunteers, including handbooks, programmes, equipment and training.
* Provide induction and training, as well as exit interviews for departing volunteers.
* Ensure there is appropriate support and training for volunteers through regular informal contact and more structured reviews.
* Monitor, support, motivate and accredit volunteers and their work. Assess progress and satisfaction, as well as performance evaluations or skills audits.
* Contribute to individual volunteers continued professional development.
* Celebrate volunteering by nominating volunteers for awards and organise celebration events.

 * Organise profile-raising events to attract new volunteers.

 * Manage budgets and resources associated with volunteers, 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 to establish good working relationships and influence decisions about volunteering.
* Generate income, write funding bids, and raise funds to make any projects achievable and sustainable.
* Monitor and evaluate activities and write reports for funders and trustees.
* Maintain databases and undertake any other administrative duties.

 * Act as an effective advocate for volunteers.
* Undertake regular supervision with volunteers.
* Coordinate peer supervision and other volunteer support mechanisms.

  * Develop and promote volunteering opportunities within an anti-discriminatory framework.

 * Organise volunteering events such as away days and socials.
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| 3. **Knowledge/Experience/Skills** |
| * Excellent communication skills, including networking and presentation skills.
* Strong interpersonal skills, to deal with a diverse range of people.
* Experience of managing or coordinating projects and volunteers.
* Empathy with volunteers and an understanding of their needs.
* The capacity to inspire and motivate others.
* Negotiating, influencing and problem-solving skills.
* The ability to deal with information in a confidential manner and respond with sensitivity.
* Good organisational and time management skills, with the ability to multi-task, plan and prioritise your workload
* The ability to cope with limited resources, seize opportunities and think creatively.
* Administrative and IT skills.
* An ability to maintain records and produce clear written and oral reports.
* Numerical skills for budget management or fundraising.
* 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 Harbour and empathy with service users.
* A full, clean driving licence and use of a car is desirable. This could be for visiting other organisations or assisting volunteers with travel.
* Experience of co ordinating/managing volunteers.
* Ability to plan, deliver and control multiple projects running in parallel.
* Experience of managing individuals concerns and conflicts to a satisfactory resolution.
* Good knowledge and understanding of the motivational, support and training needs of volunteers.
* Excellent interpersonal skills able to build relationships and work collaboratively with a wide range of individuals and groups.
* Ability to analyse, report and communicate information to a variety of audiences by a range of methods including face to face, telephone, reports, letters and emails.
* Ability to maintain records and provide information for monitoring and outcomes.
* An open, positive and non-judgemental attitude and the ability to work in a non-discriminatory framework.
* Highly organised with the ability to prioritise, plan and deliver work within agreed timeframes and to a high standard.
* Understanding of and ability to maintain confidentiality and maintain boundaries.
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| 4. **Behavioural Competencies:** Role Profiles describe the part people play in an organisation through the work that they do. The role profile focuses on the outcomes and behaviour of the individual. The Agency uses a standard set of behavioural competencies, each has either 4 or 5 levels of competence. The Behavioural Competency Dictionary is available to view on the agency’sshared drive. |
| **Behavioural Competency** | **Level** | **Statement (or example for this post)** |
| Achievement | 3 | Wants to do a good job and does not give up. Works to goals. Drives for Improvement despite frequent obstacles   |

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| Initiative | 2 | Identifies and addresses issues proactively   |
| Flexibility | 3 | Able to adapt and work with a variety of situations, individuals and groups. Responds effectively to changing circumstances.   |
| Values and Ethics | 2 | Treats people fairly and with respect. Is able to identify ethical dilemmas and take action. Is boundaried, applies policy and procedure. Is able to interact fairly and objectively.  |
| Leading and Developing Others | 2 | Leads, encourages, inspires and supports others to develop confidence and capability to help them realise their full potential.   |
| Planning and Organising | 3 | Defines tasks and milestones to achieve objectives. Develop and integrate plans to achieve business goals.   |
| Team Working | 3 | Works co operatively, involves others, builds the team, understands organisational culture and team dynamics.   |
| I have read and understood the content of this role profile.SIGNED: DATE: **(Post holder)** |