



Safeena

Muslim Cancer Support Network

In Partnership with
MACMILLAN
CANCER SUPPORT

Volunteer Manager

This post is funded through external grant funding and is subject to the continuation of that funding.

Salary
£36,000
Per Annum

Contract
24 months
Fixed-term contract.
Full Time, 37.5 Hours
per week

Location
**Home-based
in the UK**
Regular travel nationally
(travel expenses
will be reimbursed)

Reports to
**Head of
Transformation**

- The role requires flexible working
- Flexible working arrangements available.

**“Support the future of the UK’s first
Muslim Cancer Support Network.”**

Section 1

About Safeena

Safeena is the UK’s first Muslim Cancer Support Network, dedicated to ensuring that no one facing cancer feels alone.

We provide:

- Faith-informed emotional and spiritual support
- Peer befriending and family support
- Bereavement Support
- Cancer literacy and early detection awareness
- Help navigating NHS and community services
- Culturally sensitive volunteer support
- Education and awareness in mosques and communities

Our work is rooted in **compassion**, dignity, sincerity, service (khidma) and the belief that every individual deserves culturally and faith centred care at their most vulnerable moment(s) .

Over 3.9 million Muslims live in the UK, and cancer outcomes for many remain deeply unequal. Safeena exists to change that.

Section 2

Why This Role Matters

Safeena is undergoing a major two-year transformation to build a professionally governed, data-driven national organisation.

Volunteers are at the heart of Safeena's mission. They deliver:

- **Befriending support** for Muslims affected by cancer
- **Community Champion outreach** in mosques, community centres and local networks
- **Awareness sessions** that tackle stigma, improve cancer literacy and strengthen early detection
- **Navigation support** for individuals struggling with language, modesty, trust or system barriers

The Volunteer Manager will be responsible for maintaining, growing, training, supervising and inspiring a national volunteer workforce that is compassionate, culturally competent and equipped to deliver Safeena's mission safely and consistently.

This role is central to delivering our goals, including:

- **Strengthening governance, safeguarding and quality assurance**
- **Building a skilled volunteer workforce**
- **Delivering awareness sessions nationally**
- **Supporting service users and their registration process in a structured environment**
- **Growing a volunteer base that is confident, valued and well-supported**
- **Contributing to quarterly dashboards, evaluation and learning**

If you care about health equity, community empowerment and faith-sensitive support, this role will give you the platform to create lasting change.

Section 3

Our Values

Sincerity (Ikhlas)

- We serve with authenticity, compassion and integrity.

Accountability

- We commit to transparency, good governance and responsible leadership.

Faith-Informed Support

- We provide culturally and spiritually sensitive guidance for those who need it most.

Service (Khidma)

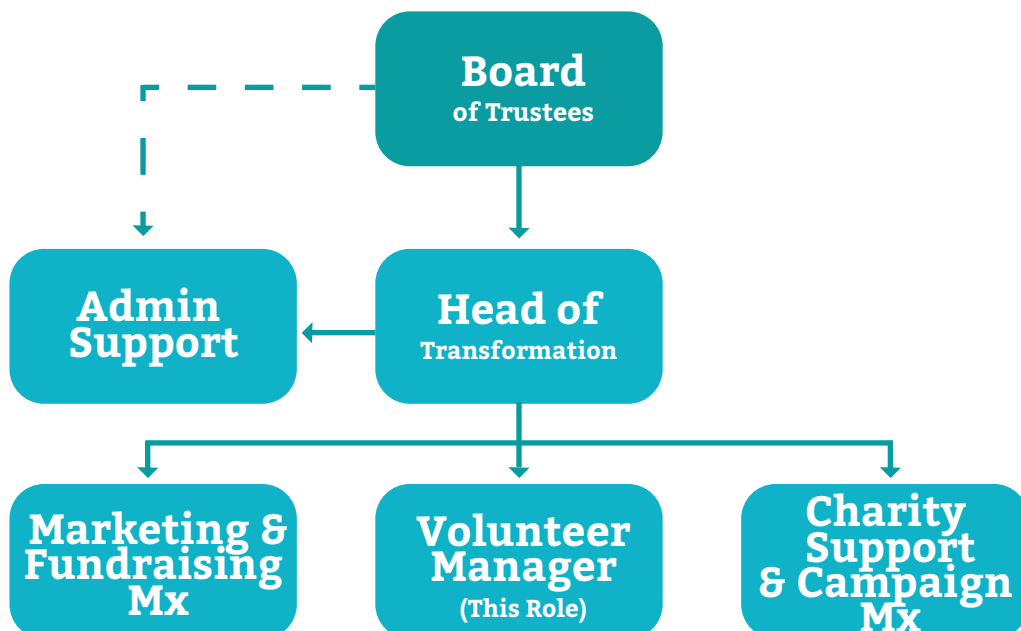
- We honour the trust placed in us by serving with humility and care.

Benefit to Humanity

- We act for the wellbeing of individuals, families and communities.

Section 4

Organisational Structure



Section 5

Role Summary

The Volunteer Manager leads Safeena's national volunteer programme, ensuring volunteers are well-trained, supported, safeguarded and equipped to deliver befriending, outreach and community engagement.

The role includes recruitment, training, supervision, safeguarding oversight, performance monitoring, and building strong relationships with mosques, community groups and partner organisations.

You will work closely with the Head of Transformation to embed professional volunteer systems, strengthen governance, and ensure Safeena's volunteer workforce is compassionate, culturally competent and impactful.

This role is central to delivering Safeena's transformation, including:

- Volunteer training pathways
- Supervision and reflective practice
- Volunteer handbook and policies
- Awareness sessions
- Volunteer data, dashboards and evaluation
- Community engagement nationally

"The role will give the post holder the opportunity to work closely with the Executive Team whilst **working autonomously to deliver lasting change**"

Section 6

Key Responsibilities

Volunteer Recruitment & Onboarding

- Develop and deliver a national volunteer recruitment strategy
- Build partnerships with mosques, Islamic organisations, universities and community groups

- Oversee screening, interviews, DBS checks and onboarding
- Ensure volunteers understand Safeena's values, safeguarding and faith-sensitive approach
- Recruit and induct Befrienders and Community Champions to meet demand

Training, Development & Supervision

- Design and deliver Safeena's volunteer training pathway, responsible for delivering the end to end volunteer journey including:
 - Onboarding and induction
 - Initial training and ongoing Continuous Professional Development and Refresher training, developing a national gold standard model
 - Regular supervision and support
 - Additional support on an individual basis
- Provide regular supervision, reflective practice and wellbeing support
- Work with the Chaplain to embed faith-informed guidance
- Deliver training aligned with Macmillan's Volunteer Involvement standards
- Develop a train-the-trainer model for long-term sustainability

Volunteer Programme Management

- Maintain volunteer rotas, caseloads and deployment
- Match Befrienders with service users sensitively and appropriately
- Oversee Community Champion outreach activity
- Ensure volunteers follow Safeena's safeguarding, confidentiality and data policies
- Provide clear parameters of success and performance management where appropriate
- Support volunteers delivering Chai Meetings, awareness sessions and outreach

Safeguarding & Risk Management

- Act as Operational Safeguarding Lead for volunteers: **Appointment is subject to satisfactory references, identity checks and safeguarding checks.**
- Ensure compliance with Safeena's safeguarding framework and Macmillan requirements
- Manage incidents, concerns and escalation pathways
- Maintain safeguarding logs, risk registers and incident documentation

Community Engagement & Outreach

- Support Community Champions to deliver cancer awareness sessions
- Build relationships with mosques, Imams, scholars and community organisations
- Coordinate outreach events, workshops and campaigns
- Deliver awareness sessions nationally
- Strengthen Safeena's visibility and trust across communities

Monitoring, Data & Reporting

- Maintain volunteer records, training logs and activity data
- Contribute to quarterly dashboards (reach, equity, outcomes)
- Support external evaluation and learning brief
- Ensure volunteer data is logged in the CRM and subject to monthly quality checks
- Provide data for Macmillan reporting and assurance

Collaboration & Organisational Development

- Work closely with the Head of Transformation on governance and quality systems
- Collaborate with the Charity Support & Campaign Manager on pathways and triage
- Support the Marketing & Fundraising Manager with campaigns and volunteer stories
- Contribute to Safeena's long-term sustainability and scale-up plan

This job description is intended as a guide to the main duties and responsibilities and is not exhaustive. The postholder may be required to undertake other duties consistent with the grade and nature of the role.

This role is home based but will require regular travel and evening & weekend working.

Section 7

Person Specification

Qualifications / Knowledge

Essential

- Experience managing volunteers or teams in community, charity or health settings
- Strong understanding of Muslim communities, mosques and cultural dynamics although this role is open to everyone
- Experience delivering training, supervision and support
- Knowledge of safeguarding, risk management and confidentiality
- Excellent communication and interpersonal skills
- Ability to build trust with volunteers, service users and community partners

- Strong organisational skills and ability to manage multiple priorities
- Compassionate, faith-sensitive and culturally competent approach
- Ability to work autonomously within a fast-paced transformation programme
- Appointment is subject to satisfactory clearance of an Enhanced DBS including the Barred List and evidence of the right to work in the UK.

Desirable:

- Experience in cancer support, health inequalities or bereavement services
- Experience developing volunteer programmes or community outreach
- Knowledge of Islamic pastoral care or chaplaincy
- Project management experience or qualifications
- Experience working with Macmillan or NHS partners
- Previous experience of working in charity sector

Section 8

Key Deliverables (Year 1)

- Recruit and train 40–60 volunteers nationally
- Deliver Safeena's volunteer training portal pathway
- Establish supervision and reflective practice model
- Deliver 12+ awareness sessions nationally
- Support 120–150 service users through befriending and navigation
- Produce quarterly volunteer dashboards
- Strengthen volunteer retention, confidence and competency
- Contribute to external evaluation and learning brief

Section 9

To apply

Please Submit

- Your CV (3 pages max)
- A supporting statement (max 2 pages) explaining:
 - Why you are motivated to join Safeena
 - Your experience managing volunteers
 - Your understanding of culturally competent and faith-sensitive support
 - How you meet the essential criteria

Applications should be sent to Hello@safeena.org.uk

Shortlisted candidates will be invited to an interview.

Section 10

Equality, Diversity, Inclusion

Safeena is committed to creating an inclusive workplace where everyone is treated with dignity, respect and fairness. We welcome applications from all suitably qualified candidates, regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

We particularly encourage applications from individuals and communities that are currently underrepresented in our organisation and the wider voluntary sector, including:

- People from ethnically diverse and racially minoritised backgrounds
- Muslim communities
- Individuals with lived experience of cancer or caring responsibilities
- People with experience of faith-based community engagement and community development

- Candidates who can bring diverse perspectives and contribute to our commitment to tackling inequality and improving inclusion

Recruitment decisions will be made on merit, based on skills, experience and potential, in line with our commitment to equal opportunities.

Section 11

Closing Date

Closing date for applications:

Friday 25th September 2026