

JOB DESCRIPTION

VOLUNTEER COORDINATOR

Responsible to: Head of Fundraising
Hours: 13 hours per week, worked flexibly; 52 weeks p.a.
Start Date: September 2024

.....

Key Responsibilities:

To take the lead responsibility in the organisation for Dyscover's varied team of volunteers which include specialist communication volunteers (for both face-to-face and online roles), a growing community fundraising team and other administrative, marketing and publicity roles.

Main Areas of Work:

- Research, write and regularly review volunteer policies and procedures, including risk assessments, relating to all aspects of volunteering
- Liaise with Dyscover staff colleagues responsible for admin, marketing, fundraising and service delivery to understand how they work, develop partnerships and assess volunteering needs across the organisation
- Identify appropriate volunteering opportunities and match with volunteers who possess the right skills for the role
- Identify additional training or support needs that volunteers might have and seek to meet them. Provide inductions and training both internal and external (with Service team)
- Lead monthly volunteer meetings in collaboration with colleagues.
- Develop role descriptions based on the needs of the organisation
- Assess suitability of volunteers through interview and trial period in a role
- Provide on-going support for all volunteers, acting as a single point of contact and providing guidance and support as required
- Liaise with the service delivery team to always ensure adequate volunteer provision
- In conjunction with service delivery staff, monitor volunteer satisfaction and performance
- Recruit new volunteers through internal and external events and campaigns
- Offer advice and information to volunteers and external organisations through face-to-face, online, telephone and email contact
- Motivate and accredit volunteers and celebrate volunteering by nominating volunteers for awards and organise celebrations events
- Manage budgets and resources, including the reimbursement of expenses
- Keep up to date with legislation and policies related to volunteering and take any necessary action to accommodate these changes

- Establish good working relationships with other volunteer agencies within the Dyscover localities
- Support (volunteer-related) bid writing, identify funding needs to make projects sustainable
- Monitor and evaluate activities and write reports for funders and trustees, ensuring effectiveness and to recommend/implement changes as appropriate
- Maintain databases and undertake any other administrative duties
- Maintain accurate records and provide timely statistical and activity reports on volunteer participation

General

- To consult with the Head of Fundraising on any matters of concern or in an emergency
- Attend team and other meetings
- Attend relevant training as required.
- In discussion with your Line Manager, undertake other appropriate tasks as the need arises
- A satisfactory DBS check is required as the position involves some working with vulnerable adults

This Job Description may be reviewed subject to agreement between yourself and your Line Manager, in order to meet the changing needs of the organisation.

Dyscover is a registered Charity (Charity No. 1099432) and is under the guidance of the Charity Commission.