

LIVES.

**IT TAKES A TEAM
TO SAVE A LIFE**

Job Description



Volunteer & Community Coordinator

About LIVES

At LIVES we literally save lives in Lincolnshire. When someone calls 999 with a medical emergency a LIVES responder may be dispatched carrying the skills, experience and equipment to make a difference for that patient that might just be the difference between life and death. In a large rural county like Lincolnshire that's important, and it's why we've been responding for over 50 years.

We are a charity, and our reach and impact has grown significantly over the last few years as we've developed new models and services for supporting the communities of our county. We've got an army of volunteers, both laypeople and healthcare professionals, and a small employed team of both administrative and clinical people. We're based in Horncastle, but we operate right across the county of Lincolnshire, including the North and North East.

Every member of the LIVES team is vital to delivering the best outcome for patients, from the volunteer Community First Responder (CFR) and Medical First Responders (MFR)s attending a cardiac arrest, to experienced health care professionals bringing advanced treatments into the community. To enable all this to happen, LIVES is supported by a teams of dedicated people across various departments, all united in the mission to save lives and improve patient outcomes across Lincolnshire. This role is part of that team.

Employment Details

Job Title: Volunteer & Community Co-Ordinator

Location: LIVES HQ, Units 5 – 8 Birch Court, Spratt Close, Boston Road Industrial Estate, Horncastle LN9 6SB. You may be required to work at other locations depending on volunteer needs.

Working Pattern: 37.5 Hour working week, flexible working pattern across a 7-day period with regular requirements to work evenings and weekends. This role will include 1:5 on-call requirement on a rota basis.

Salary: £25,000 - £27,000

Responsible to: Volunteer Engagement Manager

Responsive to: Heads of departments, fundraising and marketing teams, Clinical Education Manager.

Line Management: This role will have no direct line management responsibility, but the Volunteer & Community Co-Ordinators will be responsible for providing dedicated leadership and support to our volunteer District Co-Ordinators and wider volunteer base.

Responsibilities of the Role

As the Volunteer & Community Co-Ordinator, you will provide direct support to our dedicated district co-ordinators and volunteers. The Volunteer & Community Co-Ordinator is a new role and will focus on cultivating a positive environment for volunteers, providing support, and supporting the

Volunteer Engagement Manager in ensuring they can deliver effective and compassionate care within the community.

Your primary responsibility is to co-ordinate and support volunteers across the organisation engaged in responding or community events. You will work to create a culture that values and appreciates the contributions of each volunteer, fostering an environment where they can excel in providing exceptional care.

The role involves places an emphasis on identifying opportunities to enhance volunteer services and implementing initiatives that contribute to the growth and effectiveness of volunteer-led programs. Collaborating with the Volunteer Engagement Manager, you will devise a robust recruitment and retention programme aimed at growing our volunteer workforce, as well as a volunteer well-being framework.

Guided by the leadership of the Volunteer Engagement Manager, you will contribute to the successful delivery of volunteer-led services. You will provide regular face to face support and guidance to our district co-ordinators, exemplifying leadership qualities as well as strong mentorship and coaching skills.

You will contribute to the identification of opportunities to enhance volunteer services, coordinating training programs, and ensuring that volunteers are well-prepared to respond to community needs. You will actively contribute to the development of new initiatives and projects that align with the LIVES strategy.

Excellent interpersonal skills are essential for maintaining strong relationships with our volunteers, as well as developing strong relationships with partner agencies and external stakeholders.

Main Duties

- Act as the key communication link between LIVES and volunteers of all kinds
- Attend district meetings and provide positive input and communications
- Work with the Volunteer Engagement Manager to develop a multi-faceted programme of communications (including in person, on-line and events) to ensure that volunteers are informed and engaged.
- Contribute to the development of a Volunteer and Community delivery plan.
- Lead on the implementation of the Volunteer and Community delivery plan in your territory.
- Provide direct leadership support to district coordinators, acting as their point of contact and providing them with information, resources and support to undertake their role.
- Be mindful that district coordinators are volunteers and respectful of their time and expertise.
- Work with district coordinators to develop a local plan that highlights district recruitment, retention and training needs, and any local issues or challenges.
- Support district coordinators with challenging issues or conversations as required.
- Work with the Volunteer and Community Administrators to deliver a timely, informative and caring support network for volunteers.
- Provide wellbeing support to volunteers as required.
- Work with Education team to provide assurance of volunteer compliance with education requirements.
- Be the point of contact for community groups requesting engagement/education sessions for their group or community.

- Ensure the delivery of community engagement events, primarily community CPR and education sessions, that share our life-saving skills with our communities.
- Liaise with the Fundraising and Marketing teams to ensure that fundraising opportunities associated with volunteers or community engagement are appropriately recognised, delivered and resourced.
- Actively seek volunteer feedback and use this to identify themes, trends and opportunities.
- Collaborate with colleagues across LIVES to identify opportunities for improvement.
- Represent LIVES at relevant forums and events

Person Profile

Eligibility	Essential	Desirable
Enhanced DBS clearance.	✓	
Eligible to work in the UK.	✓	
Full UK driving license and level of health to DVLA standards (maximum 6 points).	✓	

Qualifications	Essential	Desirable
A good standard of general education	✓	
High standard of written and spoken English	✓	
Relevant qualification in volunteer management, community development or a related field		✓
Safeguarding Children and Adults Level 3 or a willingness to undertake	✓	

Experience, Knowledge and Skills	Essential	Desirable
Experience of working in a volunteer-based organisation	✓	
Experience of understanding community need	✓	
Experience of supporting volunteers in a community setting	✓	
Experience of working with individuals to support the development of others	✓	
Experience of recruiting volunteers	✓	
Experience of retaining volunteers	✓	
Experience in understanding the motivations of volunteers.		✓
Skills in planning and developing a list of priorities and actions	✓	
Skills in working with others to develop a local plan for each district within a wider strategic framework	✓	
Excellent verbal communication skills	✓	
Experience in public speaking, delivering presentations or training sessions		✓
Excellent written communications including letters, emails and online posts	✓	
Ability to understand activity data provided including identifying issues and trends that need action	✓	
Experience in implementing change projects within community organisations.	✓	
Excellent understanding of time management and able to prioritise and delegate appropriately, and support others to do so.	✓	
Experience of working credibly in partnership with other agencies and external stakeholders.	✓	
Experience in collaborating with internal teams for the purposes of service development and assurance	✓	
Experience in collaborating with fundraising and marketing teams to maximise income generation opportunities		✓
Demonstrable problem-solving skills.	✓	
Proficient in the use of Microsoft 365 suite of software	✓	
Experience in the use of volunteer management software		✓

Physical Requirements	Essential	Desirable
Occupational health clearance, including general health, eye sight and hearing checks	✓	
Ability to participate in an on-call rota	✓	

Personal Attributes	Essential	Desirable
Ability to work as part of a team	✓	
Demonstrates tact and diplomacy	✓	
Demonstrates empathy, caring and understanding of others.	✓	
Ability to develop effective working relationships with colleagues, patients and the public.	✓	
Adaptable and flexible approach to work.	✓	
Punctuality.	✓	
Acts with honesty, integrity and professionalism.	✓	
Ability to self-motivate and manage own workload and priorities.	✓	
Ability to motivate others	✓	
Understands and aligns with the LIVES values	✓	
Promotes anti-discriminatory practice and equality and diversity.	✓	

*This job description should be regarded as a guide to the current duties required of the postholder, and is not definitive or restrictive in anyway. The duties of this post may vary in response to changing circumstances and according to training and operational need.