

TERRENCE HIGGINS TRUST



At Terrence Higgins Trust we know that equity, diversity and inclusion is critical to the work we do.

We are striving to be an anti-racist, anti-sexist organisation and are committed to having a workforce with people from different backgrounds. It is the responsibility of each one of us to create an environment of inclusion and belonging within our organisation.

JOB DESCRIPTION

Job Title	Volunteer Coordinator Cymru
Reports to	Head of Services (Wales and Scotland)
Salary grade	C
Hours of work per week	21-35
Duration	One year fixed term, pending future funding
Geographic remit	Wales
Where role can be based	Cardiff or home based

Job purpose:

You will coordinate the recruitment, training and supervision of Wales-based volunteers in a wide range of roles.

You will optimise the contribution of volunteers to Terrence Higgins Trust's presence, allow for service user consultation, testing and involvement and ensure that a high profile is maintained in the wider community.

Based in Wales, you will have a primary focus on Welsh-based volunteering.

Main duties of the role:

1. To recruit, train and support volunteers in Wales to support the work of Terrence Higgins Trust Cymru and appropriately match volunteers to available roles by considering skills, ability and interest.
2. To oversee and maintain quality standards for the recruitment, orientation, interviewing, training, placement, retention and recognition of volunteers Wales.
3. To engage volunteers and service users in their experience of HIV, sexual health and testing services and draw on their feedback to suggest and campaign for service improvements.

4. Working with the Online Peer Support Coordinator (Cymru), to recruit, support and engage volunteers living with HIV to support online peer support programmes across Wales and participation on THT's online platforms.
5. To support volunteers to ensure health promotion information and guidance is distributed among communities of greatest needs.
6. To develop a 2030 Campaigners Network of people who support the charity's aspiration to end new HIV cases by 2030 and support the work of Fast Track Cymru at a national and health board level.
7. To ensure THT volunteers can be at pride, challenge and fundraising events across Wales and THT Cymru has a visible presence.
8. Actively encourage volunteer applications from all sections of the community and to specifically recruit and engage volunteer groups who have specific skills (ie: volunteers who can provide employment support).
9. Identify additional and ongoing training needs of volunteers and work with the Learning and Development Team to meet these needs.
10. To adopt good practice volunteer recognition, including observance of National Volunteer week.
11. To carry out any other reasonable duties assigned by your manager.

General responsibilities:

- Ensure performance against targets in an agreed work plan, record activity accurately in databases and produce reports as required.
- Attend meetings, conferences, training, supervision and appraisals as appropriate.
- Promote and adhere to Terrence Higgins Trust policies, including Equality and Diversity, Data Protection, Information Governance, Confidentiality and Code of Conduct.
- Participate in promotional events (e.g. World AIDS Day, fundraising, pride and campaigning activities as appropriate).
- To work occasional evenings and weekends. Evening commitment will be around 1-2 evenings per month and day per month on weekends.

Person Specification

Volunteer Coordinator Cymru

Experience/Skills		Essential/ Desirable	Assessment method
1	Relevant experience of working with volunteers, including recruitment, supervision and training	E	A, I
2	Good computer literacy, including knowledge and experience of client resource management (CRM) systems and Microsoft Office	E	A, I
3	Experience of promoting services to a range of client groups	E	A, I
4	Experience of co-design and development of services	E	A, I
5	Excellent verbal communication skills including experience of public speaking and/or the ability to give presentations, and facilitate group discussions	E	A, I
6	Excellent written skills including experience preparing reports and documents for a variety of audiences.	E	A, I
7	Ability to plan and co-ordinate workloads	E	A, I
8	A high degree of personal motivation and willingness to learn new skills, take on challenges and undertake relevant training	E	A, I
9	Knowledge of issues relating to HIV and sexual health, including stigma and health inequalities	E	A, I
10	Experience of budgetary monitoring and compliance	E	A, I
11	Ability to work under own initiative and manage priorities	E	A, I
12	Experience of coordinating and managing a project to ensure objectives are delivered on time	E	A, I

Criteria assessment methods: Application = A; Interview = I; Test = T