



**Job Vacancy: Volunteer Coordinator (Dog Training)** £22 - £24k 37.5 hours a week  
(full time – occasional weekend and evening work will be required)

Support Dog is a unique and innovative national charity that has been transforming the lives of families affected by autism, epilepsy and disability for 30 years.

Support Dogs trains and provides specialist assistance dog to give 100% reliable advance warning of epileptic seizures; to help children with autism to stay safe and better engage with the world around them. Our disability assistance dogs bring independence and a better quality of life for those with physical disabilities including MS, Cerebral Palsy and Fibromyalgia.

Founded and entirely based in Sheffield our charity operates across the UK, growing significantly over recent years. The demand for our work is overwhelming, with requests for support increasing ten-fold over the past few years. Support Dogs provides all of its services free of charge and relies entirely on voluntary donations for funding.

Volunteers are vital to our charity, they provide over 100,000 hours of support a year to our work. As our charity's volunteer programme has grown over the last few years, we need to increase our capacity to recruit and better support our volunteers. This role is focus on improving the support with give to our volunteers who care for our dogs and pups in training. There we are not just looking for someone who is experienced working with volunteers and is great with people, but someone who has presentation or teaching skills. So they can talk to groups of volunteers to help them develop the skills and confidence to have a positive experience and impact when volunteering with our charity. Candidate who have a good knowledge of dogs would be a real advantage.

Recruitment of new volunteers is also a key part of this role and so we will require the post holder to manage activity to achieve this, including some occasional weekend and evening work at specific recruitment events.

Applicants are to send a covering letter and CV to  
**[danny.anderson@supportdogs.org.uk](mailto:danny.anderson@supportdogs.org.uk)**. Deadline 10 April 2024

Please ensure to include details of relevant experience, and why you feel that you meet the criteria of the role, using specific examples to demonstrate your suitability.



### Job Description

Title:	Volunteer Coordinator (dog training)
Salary:	£22,000 - £24,000 pa
Purpose of Job:	To support the dog training team through the recruitment, training and stewardship of volunteers who directly support our dog in training (e.g. Puppy socialisers & Foster carers).
Responsible to:	Fundraising Manager
Specific Duties:	<p><b>Recruitment of Volunteers</b> Promoting and advertising volunteering opportunities</p> <ul style="list-style-type: none"> <li>- Creating ongoing calendar of recruitment events and activities</li> <li>- Organising &amp; promoting recruitment events &amp; activities</li> <li>- Developing and running an appropriate interview, assessment and selection processes</li> <li>- Working with digital and communications officer to develop appropriate recruitment materials.</li> </ul> <p><b>Training of Volunteers</b> Co-ordinating the training for volunteers caring for our dogs</p> <ul style="list-style-type: none"> <li>- Working with training team to ensure ongoing programme of training and development for new and existing volunteers</li> <li>- Working with training team to identify recurring weaknesses/problems in training programme and support</li> <li>- Creating an ongoing calendar of recurring training and mentoring events</li> <li>- Working with training team to identify resources/additional material needed to support volunteers</li> <li>- Organise and present workshops, education and engagement sessions to support and steward dog training volunteers</li> </ul> <p><b>Coordination of Volunteers</b> Organising existing volunteers to meet needs of the charity.</p> <ul style="list-style-type: none"> <li>- Ensuring there is appropriate volunteer holiday cover for all dogs</li> <li>- Keeping an up-to-date calendar for all dog volunteer full time and holiday needs</li> <li>- Co-ordinating process of contacting volunteers to fill any emergency gaps in dog care.</li> </ul> <p><b>Retention of volunteers</b> Keeping our existing volunteers</p> <ul style="list-style-type: none"> <li>- Managing an on-going process for collating feedback from</li> </ul>

	<p>volunteers to be able to measure quality of the support we provide and monitor impact on volunteers.</p> <ul style="list-style-type: none"> <li>- Co-ordinate a process of keeping in touch with unused volunteers</li> <li>- Develop a programme of events/training/activity to keep unused volunteers engaged in the work of the charity</li> <li>- Develop a programme of thanking and appropriately rewarding volunteers</li> </ul> <p><b>Administration of volunteers</b></p> <p>-Ensuring up to date records of all volunteers are on the CRM and other key documents</p> <ul style="list-style-type: none"> <li>- Ensuring records are kept of volunteer activity, included dogs they have cared for and events attended.</li> <li>- Ensure up to date records are kept of recruitment and retention of volunteers. Tracking where volunteers are in the recruitment process.</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Experience of presenting or giving training to groups</li> <li>• Experience of recruiting volunteers</li> <li>• Experience of managing volunteers and providing support , training and thanks.</li> <li>• Experience of organising events and activities</li> <li>• Experience and knowledge of dogs</li> </ul>
Essential qualities:	<ul style="list-style-type: none"> <li>• Excellent interpersonal skills. Able to communicate with a wide range of people both internally and externally in person, by phone and electronically</li> <li>• Excellent presentation skills. Able to present information and training in an engaging way.</li> <li>• Excellent writing skills</li> <li>• Excellent IT Skills including experience of maintaining databases and Microsoft packages</li> <li>• Numerate with the ability to summarise and understand basic budgets</li> <li>• To be confident and comfortable in the presence of dogs</li> <li>• A high level of initiative</li> <li>• The ability to work under pressure</li> <li>• To be able to prioritise work</li> <li>• Confidentiality</li> <li>• Sensitivity</li> <li>• To have an adaptable approach to work.</li> <li>• Full driving licence</li> </ul>
Preferred qualifications: (not essential as full training will be provided)	<ul style="list-style-type: none"> <li>• To have a knowledge/ be willing to learn about disabilities</li> <li>• To have a knowledge of positive dog training methods</li> </ul>