



you care for them, we care for you

Volunteer Manager Job Description & Person Specification



Volunteer Manager

Hours	25 hours per week
Contract	Permanent
Salary	£32,000 - £35,050 (full time equivalent)
Location	Based in Bradford with some travel to other offices (Skipton/Harrogate)
Probationary Period	6 months
DBS Check Level	Enhanced

Carers' Resource is a Yorkshire charity established in 1995 to support unpaid carers of all ages across Bradford, Harrogate, Selby and Craven. Our carer support promotes independence, choice, and wellbeing taking a holistic approach shaped by the Care Act 2014 and Children and Families Act 2014. Through both our Carer teams and Hospital teams our quality services are now delivered to carers and vulnerable people, to ensure they are well supported through the provision of tailored information, practical advice and emotional support.

We are proud to be an inclusive employer and are committed to building a diverse workforce that reflects the communities we serve. We welcome applications from all backgrounds and particularly encourage applications from individuals who can bring different perspectives, experiences, and ideas to our organisation.

Purpose of the role:

We are seeking an experienced and proactive Volunteer Manager to lead the development, coordination, and growth of our volunteer programme supporting unpaid carers (both adults and young carers). This role will focus on recruiting, training, and supporting a diverse volunteer base, including members of the public, college students, and student social workers to deliver a range of support across our services. Alongside this, the Volunteer Manager will play a key role in building internal capacity by equipping staff with the skills and confidence to effectively support volunteers in their roles.

This is an exciting opportunity to shape and strengthen a volunteer offer that has real impact for carers in our community.



Main tasks and responsibilities:

Volunteer Recruitment & Engagement

- Develop and deliver effective volunteer recruitment strategies.
- Promote volunteering opportunities through outreach, partnerships, and campaigns.
- Build relationships with colleges, universities, and community organisations to attract volunteers.
- Manage the end-to-end recruitment process, including onboarding and safer recruitment checks.

Volunteer Training & Development

- Design and deliver induction and training programmes for volunteers.
- Ensure volunteers are equipped with the skills and knowledge needed for their roles.
- Support student placements (e.g. social work students) to meet learning objectives.

Volunteer Supervision & Support

- Provide ongoing supervision, guidance, and pastoral support to volunteers.
- Monitor volunteer wellbeing, performance, and development.
- Address any issues or concerns in a timely and supportive manner.
- Foster a positive, inclusive, and rewarding volunteer experience.

Supporting Staff to Work with Volunteers

- Train and support internal staff to effectively supervise and work alongside volunteers.
- Develop guidance, tools, and best practice resources for staff.
- Promote a culture where volunteering is valued and embedded across the organisation.

Quality, Safeguarding & Compliance

- Ensure all volunteering activity is safe, ethical, and compliant with organisational policies.
- Maintain accurate records of volunteer activity and engagement.
- Support safeguarding processes and ensure volunteers understand their responsibilities.

Service Development

- Contribute to the ongoing development and improvement of the volunteer programme.
- Gather feedback from volunteers, staff, and service users to inform improvements.
- Support reporting on volunteer impact and outcomes.



Person Specification:

Experience of recruiting, training, and managing volunteers	Essential
Experience of delivering training or facilitating learning sessions	Essential
Understanding of safeguarding, boundaries, and good practice in volunteer management	Essential
Strong interpersonal skills with the ability to support and motivate a diverse range of people	Essential
Ability to build effective relationships with external partners (e.g. colleges, community groups)	Essential
Experience of developing processes, guidance, or programmes	Essential
Good organisational and administrative skills	Essential
Experience working within the voluntary, community, or social care sector	Desirable
Experience supporting students (e.g. social work or counselling placement)	Desirable
Knowledge of issues affecting unpaid carers	Desirable
Experience of monitoring, evaluation, and reporting	Desirable
Relevant qualification in volunteer management, training, or social care	Desirable

Other information:

- Some evening or occasional weekend work may be required to support volunteers
- Flexible working arrangements may be available



Personal Attributes:

- Compassionate and people-focused
- Team Player who collaborates with colleagues
- Enthusiastic and creative
- Collaborative and supportive
- Flexible and adaptable
- Professional and approachable

What We Offer:

- Flexible and hybrid working opportunities
- Supportive and friendly working environment
- Training and professional development opportunities
- Generous annual leave entitlement
- Pension scheme
- Opportunity to make a meaningful difference to unpaid carers and local communities

Equality, Diversity & Inclusion

Carers' Resource is committed to equality, diversity and inclusion and welcomes applications from all sections of the community. We are committed to creating a workplace where everyone feels valued, respected and supported.

