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**Job Description**

**Position:**  Volunteer Coordinator (0.6 FTE) 22.5 hours a week, 12 month contract

**Reports to:**  Community Projects and Technology Manager

**Overall Job Purpose:**

* To recruit, develop, coordinate and support Alive’s volunteer team and deal with the administration relating to this work.

**Main tasks and responsibilities**

Volunteer Administration and Support:

To deal with tasks relating to the recruitment, coordination, training and support of volunteers enabling them to help our service users participate in activities. This will include:

* + Liaising with the Alive staff, facilitators, community stakeholders and volunteers to ensure there are volunteers present at every gardening and Alive Club session and Meeting Centre, wherever possible
  + Keeping the volunteer rota up to date and liaising with Alive staff and Facilitators re. changes or issues
  + Maintaining the volunteer database. (Better Impact Software)
  + Completing administrative tasks relating to periodic volunteer recruitment drives, including:
* answering enquiries
* checking online volunteer recruitment sites we are registered with for new enquiries
* liaising with local press to aid recruitment
* distribution of recruitment posters
* liaising with relevant Alive staff to ensure content for social media
* keeping recruitment records updated (DBS, completed application forms etc)
* identifying who will be helping at what sessions following induction
* contacting references
* booking venues and confirming arrangements for interviews and training
  + Delivering induction training administration, such as sending out pre work and policies to be read in advance, or printing documents needed for the training itself
  + Being responsible for the planning, organising and delivery of regular meetings for volunteers ensuring volunteers are kept updated, are adequately trained and feel a sense of belonging to the Alive team
  + Delivering general volunteer administrative support, including thank-you emails, volunteer newsletter, exit surveys and dealing with expenses claims
  + Identifying and coordinating volunteer involvement in presentations / talks about Alive

Volunteer Recruitment, Training and Coordination

To lead on the recruitment, training, coordination and ongoing support of volunteers enabling them to help Alive’s service users participate in our activities. This will include:

* Overseeing volunteer involvement in activity sessions, ensuring they are given suitable levels of instruction, direction and support to enable service users to be engaged in the activities.
* Taking responsibility for periodic volunteer recruitment drives including advertising, interviewing, checking references and DBS
* Planning and delivery of a regular programme of induction and training for volunteers ensuring volunteers are kept updated, are adequately trained and feel a sense of belonging to the Alive team
* Keeping the volunteer policy, procedures, database and handbook up to date
* Reporting any incidents or major issues / concerns relating to volunteers to the Regional Manager.

This list is not exhaustive. You may be required to undertake any additional duties as requested by your line manager. Amendments and additions may be required in the future in line with changes to policy or the requirements of our clients and funders.

Appointment to this post will be subject to satisfactory references and DBS check.

**Person Specification**

Experience/Knowledge

Essential:

* A good understanding of the needs and issues for older people, people with dementia and care home staff
* Experience of developing and maintaining good working relationships with staff and management of partner organisations
* Experience of working with and supporting volunteers
* Experience of recruiting, training and coordinating volunteers
* Experience of delivering on administrative tasks professionally, competently and on time

Desirable:

* Experience of working in the care sector or with people with health and social care needs
* Experience of caring for someone with health and social care needs and or of supporting unpaid family carers
* Knowledge of horticulture, nature and ‘green crafts’

### Skills

Essential

* Excellent verbal and written communication skills
* Skilled in providing effective volunteer support and coordination
* Organisational and administrative skills
* Good networking skills
* Excellent record-keeping skills
* Computer literate, including using Office (365) suite

Desirable

* Adept at creating posters, flyers and newsletters
* Confident in technology including using and maintaining volunteer management software and websites.

### Attributes

Essential

* Ability to establish good working relationships with staff, management and volunteers
* Ability to work independently, proactively and under own initiative
* Friendly and approachable
* Confident and assertive
* Ability to be flexible and make the best use of available resources
* Ability to manage time effectively
* Commitment to equal opportunities in practice

###### **Terms and Conditions of employment**

Salary: £25,000 p.a. (pro rata) plus, contributory pension. Salaries are paid monthly in arrears and reviewed annually.

Conditions of employment: This post is for 3 days a week (0.6) – 22.5 hours a week. Days to be agreed on appointment of the suitable candidate. Hours can be worked flexibly provided they are between Alive’s core working hours of 9 – 5. Alive staff work a 7.5-hour day. Annual holiday allowance is 25 days (pro rata) plus Bank Holidays. This is for a 12 month contact.

Location: Alive is based at the Create Centre, Smeaton Road, Bristol BS1 6XN.

Training: You will be encouraged to attend some Alive sessions and training, etc, in order to be able to communicate what we do to our clients.  
  
Please note: This job description is for guidance. Employees are expected to be flexible and co-operative and to undertake additional duties as required.