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**JOB DESCRIPTION**

**Job Title:** Coordinator (Volunteers)

**Responsible to:** Chief Executive

**Responsible for:** Gingerbread Volunteers.

**Based at** Rothesay Court

**Hours of work** 12 Months Fixed Term Contract 24-hours per week

Salary; £18,548.90 pro rata: Actual £12,031.72

**Principal Objectives**

To co-ordinate and support the volunteer helpers within the Gingerbread centre; assisting in the role development, advertising and recruitment, through to induction and training. Be their link with the staff roles and provide them with ongoing support, keeping them engaged, informed and motivated.

To develop the volunteering roles within the Gingerbread Centre, supporting both staff and volunteers in the process, in order that the volunteers feel valued, that they gain the skills they want in order to remain as a volunteer.

To increase the number of volunteers that regularly support the Gingerbread Centre.

**Tasks and Responsibilities;**

* Assist in the implementation of the Volunteer Strategy.
* Review and update the Volunteer Handbook
* Review the Volunteer procedures and documentation.
* Review and update the Volunteer Induction program.
* In liaison with the Senior Management team, develop the volunteering opportunities within the Gingerbread Centre in line with the Volunteer Strategy and the Fundraising Strategy
* Work closely with the Managers, Senior Project Workers and the Fundraiser to develop a comprehensive set of volunteer role profiles.
* To assist in the recruitment, induction and training of an active group of volunteers to support our volunteering and fundraising strategies.
* Maintain regular communication and engagement with the volunteers.
* Ensure each volunteer has regular support meetings, to assist the volunteers in their development,
* Identify training opportunities for our Gingerbread volunteers, so they have the opportunity to develop themselves.
* Arrange for the volunteer to attend any required or relevant training, such as Safeguarding level 1, Food Hygiene, CV writing etc.
* Make arrangements for volunteers to have DBS check, and support them with document advice.
* Leave a legacy; Identify, support and develop a small number of volunteers to assist in the co-ordination role; developing a peer to peer, volunteer to volunteer support role.

**Community Engagement**

* Work with Gingerbread key workers and management, to identify and develop volunteer opportunities for our own residents and service users, supporting the key workers to help identify potential volunteers.
* Engage with community groups and faith groups to build a relationship up to develop a bank of fundraising support volunteers.
* Present Gingerbread’s ‘volunteer offer’ to potential volunteers at events in our local community
* Engage with the Student fraternity at the local Universities within Stoke on Trent and Newcastle

**Administration**

* Maintain an in depth register of volunteers; names, day/time/hrs worked hours emergency contact details
* Ensure each volunteer has an HR file, maintained and up to date.
* To ensure the volunteer information on the website is up to date, relevant and easy to use.

**Safeguarding**

* Keep up to date with and work in accordance to Staffordshire and Stoke on Trent Safeguarding procedures to ensure the safety and protection of all children, young people and adults.

**Personal Development & Training**

* + To actively attend and take part in staff meetings, both one to one and team.
  + To be proactive in your annual appraisal, ensuring your everyday attitude and behaviour befits the values and expectations of the company.
  + Attend volunteer meetings and other relevant meetings out of hours as required.
  + To investigate training opportunities and attend appropriate training/workshops/ seminars to further personal development within the organisation.
* To take ownership of Gingerbread’s Values, working to the good behaviours, improving your competences, learning and developing yourself to meet the requirements.
* High level of commitment, showing adaptability and ability to change.
* Ability to work harmoniously with staff, colleagues and volunteers in line with our equal opportunities policy.

**Other Duties**

* To be prepared to work at any of our accommodation sites when necessary.
* To ensure that all policies and procedures are followed
* Act as a positive role model to others.
* To carry out other tasks and duties as may reasonably be required by the Chief Executive/Line Manager and/or the Management Committee.
* To be an ambassador for our Charity; representing Gingerbread at external meetings, conferences, events and functions
* To abide by the code of conduct and to follow the policies and procedures within the company handbook.

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**PERSONAL SPECIFICATION**

**Qualifications and Skills**

**Essential**

* To have an enthusiastic, positive and flexible approach to work.
* To have excellent personal communication skills, with an approachable and friendly manner and the ability to liaise effectively with staff and volunteers.
* To have had experience and understanding of the challenges for Volunteers.
* To be confident in own ability requiring minimal supervision and direction.
* To have the ability and confidence to do presentations at volunteer engagement events
* A current clean valid driving licence and access to a vehicle.

**Desirable qualities:**

* To have experience of managing volunteers.
* To have experience of managing a volunteer Strategy
* To have a well-developed level of emotional intelligence.
* To understand the different elements of fundraising disciplines in order that volunteers have the opportunity to gain skills and assist the company
* Team player with a confident, personable manner and professional approach.
* IT and administration skills to manage and develop office processes.