



Project and Volunteer Coordinator

Responsible to	Health and Social Care Manager
Responsible for	Freelance or project staff, volunteers.
Grade:	D
Date of last revision:	June 2019

Purpose

To enable volunteers to play a full role in the organisation and to coordinate projects as part of the health and social care programme.

Main duties and responsibilities

Volunteers

- ◆ Recruit and induct individual volunteers.
- ◆ Monitor and evaluate the volunteering experience.
- ◆ Provide emotional and practical support to people with specific needs (eg those with mental health challenges, learning disabilities, or in recovery from addictions)
- ◆ Directly support people with specific needs, or from identified societal groups, to undertake voluntary activity.
- ◆ Ensure good practice in volunteer management to create a positive experience for volunteers.
- ◆ Liaise with and assist staff to manage volunteers and provide a positive experience for them.
- ◆ Maintain administrative records, including safeguarding and equalities data.
- ◆ Work with other volunteer-based organisations to develop a strong network and share expertise.
- ◆ Producing and updating volunteer policies and procedures, volunteer guides, communication and marketing for volunteers and other related publications.
- ◆ Gather and analyse data, and report on volunteering activity

Projects

- ◆ Lead planning and delivery of specific projects within the Health & Social Care field
 - liaise with partners
 - manage budgets
 - plan, promote, deliver and coordinate activities
- ◆ Develop effective relations with commissioners, project partners and service users.
- ◆ Monitor, evaluate and report on projects and ongoing activity.

General

- ◆ Comply at all times with the organisation's policies and contribute to risk assessments.
- ◆ Understand the organisation's structure and ethos
- ◆ Contribute to the strategic direction, management and smooth running of the organisation.
- ◆ Carry out other duties commensurate with the responsibility of the post.



Person Specification

Essential

- ◆ Qualification or minimum of 2 years' experience in volunteer coordination.
- ◆ Minimum of 3 years' experience of working with volunteers, including those with support needs.
- ◆ Well organised with at least 3 years' experience of planning and running projects.
- ◆ Experience recruiting, motivating and managing volunteers, including those with support needs
- ◆ Clear understanding of the policies, processes and best practice of engaging and retaining volunteers.
- ◆ Good communication skills, including writing reports.
- ◆ Ability manage and support the development of and provide emotional support to volunteers, staff and project participants.
- ◆ Commitment to social inclusion and equal opportunities.
- ◆ Good administrative skills including use of information technology
- ◆ A commitment to working within the ethos and policies and procedures of Windmill Hill City Farm.
- ◆ Must be legally entitled to work in the UK and will be required to provide CRB check.

Desirable

- ◆ Well organised and ability to manage own time and work under pressure to tight deadlines.
- ◆ Ability to work independently and on own initiative.
- ◆ A non judgemental approach, patience, understanding and the ability to build trusting and supportive relationships.