



## JOB DESCRIPTION

**Job Title:** Volunteer Coordinator

**Date of issue:** October 2021

### Project Area

You will work across all programmes within Talkback, to recruit and support around 15 volunteers in total to work with our members with learning disability and/ or autism. This will include both skills based volunteers for our drama, art, gardening, cooking and woodworking groups, in addition to our learning support volunteers who will help with skills such as reading and writing.

### Job Purpose

You will help to develop our services by introducing volunteers to Talkback and will be responsible for promoting volunteer opportunities and for managing volunteer applications, interviews and induction. We want our volunteers have a great experience, so you will ensure they feel supported and valued throughout the process and provide support to our managers.

### Reporting Lines and Key Relationships

Reports to: - Head of Governance, Operations & Quality Assurance

### Key Responsibilities and Accountabilities

The main responsibilities are:

To lead on volunteer recruitment including:

- Providing support to draft volunteer role profiles, placing and managing adverts on recruitment sites and / or social media
- Being the main point of contact for prospective volunteers and volunteer enquiries
- Carrying out initial screening to ensure suitability
- Coordinating volunteer 'interviews' with the recruiting manager
- Ensuring the process is compliant with legislation and best practice
- Processing references and DBS checks

To support the new starter process including:

- Overseeing new volunteer inductions
- Ensuring that appropriate training and support is given to volunteers
- To proactively promote volunteering both internally and within the community
- To develop new and existing relationships with local businesses, groups, universities and schools with a view to recruiting and developing volunteers
- To organising volunteer recruitment, recognition and thank you events at Talkback
- To liaise regularly with programmes to keep up to date with activities which may require



volunteer support

- To form, nurture and maintain excellent relationships with volunteers to develop their contribution to Talkback
- The administration of all Talkback volunteers ensuring all volunteer and training records are up to date and accurate, both electronically and in paper form
- Developing volunteer policies, procedures and guidance
- Overseeing volunteer problem solving and complaints
- Delivery of volunteer management training and support to colleagues on effective working with volunteers
- Keeping up to date with best practice in volunteering and ensure compliance with latest legislation

### **Behavioural Expectations**

- Ability to ensure that objectives or tasks are delivered on time and to an agreed quality
- Pro-active and responsive to requirements of colleagues, a team player
- Fully understand internal and external customer expectations and requirements, and work to ensure these are exceeded
- Work co-operatively and productively with others, to achieve results
- Demonstrate commitment and loyalty to Talkback
- Self-motivated with a strong customer focus
- Able to choose a method of communication that is appropriate and effective for a given situation, to incorporate the difference mediums of listening, verbal and written
- Use original and creative thinking to make improvements or support the initiation of new approaches
- Work with honesty and integrity and maintain the reputation of Talkback

### **Personal Attributes**

- Experience of developing and managing volunteers in a similar role is essential
- Evidence of developing and delivering training to groups
- Excellent knowledge of the volunteering landscape
- Excellent management and organisational skills with the ability to organise and plan work to deliver objectives within scope and on time
- Experience of successfully recruiting, supervising, monitoring and motivating others to achieve desired
- Able to develop action plans to deliver key priorities within specified deadlines
- Good team player with a collaborative approach to work
- Effective communications with colleagues and management and experience of communicating with external audiences
- Experience of delivering presentations to different audiences and be able to develop and deliver presentations both internally and externally
- Excellent written and verbal communication skills
- Demonstrate a consistent high standard of work and attention to detail
- Punctual and presentable
- Willing to learn



- Calm temperament under pressured conditions
- Full valid driving licence as some travel is required

### Qualification and Training Requirements

A relevant professional qualification in volunteering would be desirable

This job description is intended to be an indication of the scope of the role, over time the role will evolve with changing requirement and technical advances. In addition to these functions, employees are required to carry out such other duties as may reasonably be required.

Name of Job Holder

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Signed by Job Holder

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Date

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### Our Safeguarding Statement

Our organisation is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

#### Rehabilitation of Offenders Act

This post is exempt from the Rehabilitation of Offenders Act 1974 and therefore applicants are not entitled to withhold information about convictions, which for other purposes are 'spent' under the provision of the Act.

We are committed to carefully screening all applicants who will work with our vulnerable members including children, young people and adults with care and support needs. All applicants are expected to undertake employment checks, a Disclosure & Barring Service check and provide previous employment references.

We expect all staff to have a knowledge, understanding of and demonstrable commitment to, Safeguarding Children and Young People (Every Child Matters) and Vulnerable Adults.



**DEVELOPING A WORLD OF POSSIBILITIES**

All staff must be able to demonstrate the values and behaviours suitable to work with children and young people and provide demonstrable commitment to Equality & Diversity, Child Protection, Safeguarding and Prevent. They must show a desire to challenge inequality, promote diversity and adhere to Talkback's Policies and Procedures.

Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained within the area of responsibility. Manage and update the standards as appropriate to the role. Safeguarding standards are monitored and maintained in compliance with organisational policy. Appropriate safeguarding training is provided, and standards are reviewed and updated as required.