



Volunteer Coordinator Job Description

Contract period:	Permanent
Place of work:	Hybrid: from home and from Aylesbury
Hours:	2 days per week (15 hours per week), with occasional weekend or evening work. The role could increase to 3 days per week in future
Salary:	Salary depending on experience, in the range of £24,000 - £25,000 FTE depending on experience (see person specification)
Holiday:	25 days holiday plus bank holidays (pro rata)
Benefits:	Mobile phone, pension, 24/7 employee assistance support (offering counselling and emotional support to improve wellness), networking
Responsible to:	CEO
Responsible for:	No direct reports
Required:	<ol style="list-style-type: none">1. Enhanced DBS check. Our recruitment checks, induction and ongoing support and supervision reflect our commitment to safeguarding young people2. Valid driving licence and access to a car

Background

Youth Concern is an independent charity that supports 13-25 year olds in Aylesbury Vale, Buckinghamshire through our Drop-in Centre, counselling service and homelessness projects. We are inclusive but we specialise in helping vulnerable or disadvantaged young people.

Youth Concern's vision is that every young person has the resources they need to live a happy, healthy and fulfilling life. Our purpose is to be there for and respond to vulnerable young people when they need us most. At each contact we work to transform lives.

Youth Concern values

- We put young people at the heart of all we do
- We care deeply
- We listen without judgement
- We never give up
- We empower and collaborate

Roles and responsibilities

We are looking for an organised, self-motivated individual with warmth, charisma and enthusiasm to develop and deliver Youth Concern's first ever volunteering programme.

A real 'people person', you will build a community of volunteers, recognising their contribution, celebrating their impact and developing their skills and experience. You will lead on the promotion, engagement, recruitment, on boarding, training, development and retention of volunteers. You will be the main contact for all volunteering enquiries.



We are ambitious for 'our' young people and for our charity. With your help we intend to:

- encourage young people to volunteer across the charity, on our youth panel, as young trustees and in service delivery where appropriate
- be awarded the King's Award for Voluntary Service (KAVS), the highest award given to voluntary groups in the UK

This role will include, but not be limited to:

Develop and deliver our first every volunteer programme

- Working with colleagues to identify volunteer roles across Youth Concern, recruit and develop volunteers to meet organisational need
- Ensure recruitment processes are effective and completed in a timely and efficient manner. Oversee induction of new volunteers
- Develop and deliver end-to-end volunteer support to ensure every volunteer feels valued and appreciated
- Lead on all volunteer engagement activity, including an annual celebration event
- Ensure our volunteer programme responds to needs in a scalable and sustainable way
- Identify opportunities to embed great volunteer practices

Communication

- Monitor and respond to all volunteer enquiries in a timely and efficient manner
- Working with line managers, support effective relationships between paid and volunteer team members
- Promote positive messages about volunteering with Youth Concern externally through networking, attending relevant events and communicating through a range of channels, on and offline
- Contribute to our social media, website and newsletter content to help raise awareness of opportunities for and the impact of volunteering
- Coordinate regular feedback from volunteers on their experience of working with Youth Concern and make use of their feedback to inform best practice
- Keep volunteers up to date and engaged in our work with news, events, stories, fundraising opportunities and more, and inspired by the work they do
- Monitor and report on the impact of volunteer activity and against key performance indicators (KPIs)
- Provide updates on volunteering, including challenges and opportunities, for colleagues and the trustees as required
- Help create a volunteering handbook that is kept updated and shared with volunteers

Delivery

- Develop, implement and improve volunteering policies and procedures, quality standards and communication channels, maintaining up-to-date knowledge of relevant legislation
- Administer volunteer records and maintain a register of active volunteers
- Ensure all relevant induction and development training is fit for purpose, including safeguarding, health and safety, data protection and role-specific training. Enhance with further skill development where possible
- Handle volunteer complaints and disciplinary matters



Youth Concern, August 2024

Board of Trustees
Chair: Paul McPartlan, Treasurer: Steve Wells
Tom Edwards, Anna Glover, Emma Low, Chris Keating, Roger Dix

Hannah Asquith
CEO

Kat Frei
Director of Youth Services

Paul Doble
Head of Counselling

Emma Dewey
Project Manager:
Next Step Project

Chloe Nunn
Project Manager:
Drop-in Centre

Kate Weir
Finance &
Communications Manager

Vacancy
Fundraising &
Engagement Manager

Vacancy
Volunteer
Coordinator

Counsellors

Project Workers

Youth Workers

Ros (fundraising consultant)
Louise (GDPR consultant)
Ross (IT volunteer)



Person Specification	Essential	Desirable
Experience of training, supervising or supporting volunteers or staff and experience of managing or coordinating projects	X	
Experience of working with young people (under 25s)		X
Administrative and IT skills (including MS Outlook, Word, Excel and PowerPoint), and an ability to maintain accurate records and produce clear written and oral reports	X	
Experience of working with a customer relationship management (CRM) tool/ database		X
Excellent organisational, time management and prioritisation skills, and attention to detail	X	
Excellent interpersonal skills and written and spoken English, and the ability to communicate and relate to a wide range of audiences. (Every communication and interaction will be professional, of a high standard and will reflect well on Youth Concern's reputation.)	X	
Experience of applying for awards (eg KAVS)		X
Confident to attend networking and other events, delivering presentations and talking to individuals and groups about your work and Youth Concern	X	
Highly motivated with the ability to work using own initiative and as part of a team	X	
Be adaptable and flexible, able and willing to respond to challenges and opportunities as we adapt to the needs of our volunteers and young people	X	
Understanding of regulations eg data protection and confidentiality	X	
Able to work under pressure, handle multiple tasks and meet deadlines	X	
Ability and willingness to work occasional evenings / weekends	X	
Willingness and ability to travel independently (driving licence and access to a car)	X	

Equal Opportunities

All employees have a legal and moral responsibility to ensure that Youth Concern's workplace is free from discrimination, harassment and bullying.