

Age UK Teesside – Job Description

**Job Title:** Volunteer Co-ordinator

**Hours:** 14 per week

**Salary** £5,824 per annum, actual

**Specific Responsibilities and Duties:**

To manage the recruitment, application, interview and deployment process for all of Age UK Teesside’s volunteers. To support Age UK Teesside’s staff in the delivery of Health & Wellbeing community projects, including coordinating, developing and delivering all of our volunteers training needs.

* To recruit volunteers and match them with suitable volunteering opportunities.
* To co-ordinate, develop and deliver appropriate training for volunteers.
* To develop and maintain links with external training providers for the progression of volunteers.
* To monitor and review volunteer placements to ensure volunteers receive sufficient support and achieve their goals.
* To develop links with private business and to offer a variety of corporate volunteering opportunities within the organisation.
* To monitor and evaluate both the client’s outcomes and the relationship with the volunteers
* To liaise with external organisations to promote volunteering opportunities via a wide range of communication methods.
* Developing a volunteer handbook
* Managing volunteer communications
* Helping volunteers feel welcome and supported
* Looking after the volunteer database and records
* Responsible for providing safeguarding awareness training for all volunteers

**Other**

To attend and participate in internal/external meetings, as appropriate.

Under the Health & Safety Act at Work Act 1974 and associated guidance, it is the duty of all staff while at work to take adequate care for the health and safety of themselves and of other persons who may be affected by their acts or omissions.

To work with other staff to ensure appropriate customer care is provided at all times.

To develop a personal knowledge base on Age UK Teesside to underpin effective working.

All staff are required to work within Age UK Teesside’s policies, ensuring these are carried out in relation to the job e.g. confidentiality, equal opportunities, etc.

The post may involve occasional evening and weekend work for which time in lieu can be claimed.

The above list is not an exhaustive list of duties and you will be expected to undertake any other reasonable duties that may be required.

**This post is subject to an enhanced disclosure application with the Disclosure & Barring Service (DBS)**

**Personal Specification**

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| PERSON SPECIFICATION  Job title: Health & Well-Being/Volunteer Co-ordinator | | |
| Criteria:-  E= Essential D = Desirable | E or  D |  |
| Experience  Strong communication skills – verbal and  written  Experience of community work including a  proven ability to work with, volunteers,  individuals, groups and other agencies  Experience of effective and accurate administration, including activities record keeping, reporting, and interviewing clients  Experience of managing volunteers to deliver projects to set outcomes  NVQ 3 in Health & Social Care/Community Development | E  E  E  E  D |  |
| Skills  Excellent organisation and communication skills.  Good personable manner and an ability to engage with people of differing backgrounds  Ability to effectively plan and organise own workload and coordinate other resource to meet deadlines.  Ability to liaise with carers, families and agencies linked with older people using the service.  Current Safeguarding skills/training (Training will be provided) | E  E  E  E |  |
| Competencies  Passion and commitment to improving the quality of life for people in later life    To be able to motivate volunteers to deliver the highest quality experience for the client  Self-motivated and able to use own initiative | E  E  E |  |
| Other Requirements  Full clean driving licence and access to your own vehicle  Good knowledge of the Stockton area  Good understanding of the problems facing the over 70’s in Stockton on Tees  Commitment to equal opportunities | D  D  D  E |  |