**Volunteer Coordinator**

Age UK Lincoln & Kesteven is a local independent charitable organisation and part of the Age UK Brand Partnership. Our organisation has been providing services and support to people aged 50 and over in the Lincoln City and surrounding areas for over 55 years, ensuring that they get the most from life.

Our vision and mission statement drive everything we do.

**Our vision**

*A world in which older people flourish.*

**Our mission**

*To improve lives of older people.*

Our values underpin our work:

* **Caring & Understanding** – We recognise and understand the individual needs and requirements of our customers.
* **Dignity & Respect** – We treat our customers with the dignity and respect that they deserve at all times.
* **Dedicated & Passionate** – We are dedicated and passionate about ensuring the voice of older people is heard and valued.
* **Independence** – We are committed to supporting older people to live a fulfilling and independent lifestyle.
* **Compassionate** – We work compassionately to provide services and support to older people in our community.

If you are motivated by our values, vision and mission statement, want to be part of a fast growing, forward thinking and friendly organisation please read on.

**Job Description**

**Job Title:** Volunteer Coordinator

**Location:** Park Street, Lincoln, LN1 1UQ – regular local travel

**Hours of work:** 20 hours per week – Monday to Friday

**Responsible to:** Charitable Services Manager

**Job Purpose:** To deliver, develop, support and evaluate all volunteering services and volunteering opportunities on behalf of Age UK Lincoln & Kesteven. This role involves assessing and meeting the organisations needs through recruitment, placement and retention of volunteers.

**Main Tasks:**

* Manage the delivery, promotion and development of volunteering services across Age UK Lincoln & Kesteven while maintaining accredited awards achieved.
* Ensure volunteers follow and adhere to policies and procedures set by Age UK Lincoln & Kesteven
* Identify and generate appropriate volunteering opportunities and role descriptions based on the needs of the organisation.
* Actively promote all of Age UK Lincoln & Kesteven products and services.
* Monitor and maintain records and statistical databases producing reports to Trustees, Management and potential funders.
* Be responsible for the recruitment, interviewing, appropriately matching and training requirements of volunteers.
* Ensure volunteers receive appropriate support and to monitor and review their placements.
* Keep up to date with legislation and policies related to volunteering, making any necessary modifications to accommodate changes.
* Work within agreed budgets, manage resources and be responsible for authorising volunteer expenses.
* Support management in generating income, recognising opportunities, writing funding bids and fundraising to make projects sustainable.
* Hold volunteering events to promote the service, nominate for awards and to celebrate the work and contribution that volunteers make towards the work of Age UK Lincoln & Kesteven.
* Attend meetings with heads of departments, organisational meetings and represent the organisation at networking events.
* Complete risk assessments where required, also ensuring the Lone Working policy is understood and followed by community volunteers.
* Initiate, maintain and develop positive relationships with associated partners, agencies and volunteer centres.
* Work with multiple agencies across different sectors in order to establish good working relationships.
* Raising staff awareness of the role and the function of volunteers.
* Produce volunteer newsletters, articles for Age UK Lincoln & Kesteven publications and case studies.
* Carry out all other duties as deemed reasonably appropriate by your line manager.

**Person Specification**

|  |  |
| --- | --- |
| **E** | **Essential** |
| **D** | **Desirable** |
| **A** | **Application Form** |
| **I** | **Interview** |

**EXPERIENCE**

|  |  |  |  |
| --- | --- | --- | --- |
| **Characteristic** | **E** | **D** | Assessment |
| Experience of managing, developing and supporting volunteers | E |  | A/I |
| Experience of developing partnership working with external and internal organisations | E |  | A/I |

**KNOWLEDGE**

|  |  |  |  |
| --- | --- | --- | --- |
| **Characteristic** | **E** | **D** | Assessment |
| Understanding and appreciation of the needs of older people and persons at risk | E |  | A/I |
| Excellent two-way communication skills with proven ability to communicate effectively both verbally and in writing and liaise effectively with people at all levels and from a variety of cultural backgrounds | E |  | A/I |
| Excellent knowledge of Microsoft Office programs including Word and Excel | E |  | A/I |
| Knowledge and experience of working with volunteers | E |  | I |
| Knowledge of the volunteer sector | E |  | A/I |
| Knowledge and understanding of the issues surrounding confidentiality | E |  | A/I |
| Awareness of the function of Age UK Lincoln & Kesteven services and support |  | D | A/I |

**PERSONAL QUALITIES**

|  |  |  |  |
| --- | --- | --- | --- |
| **Characteristic** | **E** | **D** | Assessment |
| Well-presented and business like | E |  | I |
| Professional with the ability to maintain confidentiality levels at all times | E |  | A/I |
| Ability to work effectively as part of a team, with the initiative to work alone when required | E |  | A/I |
| Approachable, empathetic, friendly and able to get on with others and be a strong team player | E |  | A/I |
| Willing to accept instruction and responsibility | E |  | A/I |
| Excellent organiser, proactive and a good time keeper | E |  | A/I |
| Flexible approach, enthusiastic and outgoing | E |  | A/I |
| Commitment to providing a person centred service. | E |  | A/I |
| Good local knowledge of services for older people |  | D | A/I |

**EDUCATION & QUALIFICATIONS**

|  |  |  |  |
| --- | --- | --- | --- |
| **Characteristic** | **E** | **D** | Assessment |
| Good standard of general education, including GCSE Grade C or higher in Maths and English (or equivalent) | E |  | A/I |
| Evidence of training and ongoing development |  | D | A/I |

**OTHER REQUIREMENTS**

|  |  |  |  |
| --- | --- | --- | --- |
| **Characteristic** | **E** | **D** | Assessment |
| Full driving licence with access to own vehicle | E |  |  |
| Satisfactory Enhanced DBS check | E |  |  |

**Conditions of Employment**

* Receipt by us of two satisfactory references. (One reference must be a professional reference from your last employer. Neither referee may be related to you).
* Receipt of proof of your right to work in the UK.
* A satisfactory enhanced certificate issued by the Disclosure and Barring Service.

**Probationary Period**

This post is subject to a six month probationary period.

**Driving Licence & Car Documents**

You must provide your driving licence, valid car insurance stating business use and a valid MOT certificate (where applicable).