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**Job pack**

Volunteer Co-ordinator

**Job Summary – Volunteer Co-ordinator**

**About the role**

We are recruiting a **Volunteer Co-ordinator** who will be a member of our volunteering team. The postholder will co-ordinate all aspects of the volunteer journey from recruitment and selection through to induction, training and supervision. You will work closely with the Volunteering Manager and other Volunteering Co-ordinator/s to deliver the Merton Befriending Service, which provides 1-2-1 support for some of Merton’s most isolated older adults. You will also support volunteer recognition events and produce volunteer communications.

**About you**

You are a dynamic, engaging people person with an interest in working with volunteers and supporting older people in your community. As a Volunteer Co-ordinator you will utilise your strong organisational and interpersonal skills to engage our team of volunteers and offer support to our clients accessing our volunteer-led services. If you have experience working with volunteers and a passion for helping others, then this may be the role for you.

**Job Description**

We are an equal opportunities employer, aspiring to reflect the communities that we serve, and we welcome applications from people of all backgrounds and experiences. We value diversity and believe our differences enrich the services we provide to local older adults. They also help us as colleagues by encouraging us to challenge ourselves, learn, innovate, and adapt.

**Job title:** Volunteer Co-ordinator

**Salary:** £24k-£28k pro rata

**Hours:** 37.5 hours per week

**Responsible to:** Volunteering Manager

**Based at:** Elmwood Centre/ Vestry Road offices, Mitcham, and hybrid working from home, frequent travel throughout the borough required

**Contract:** Fixed term until 31st March 2025

**Direct reports:** None

**Key result areas:**

**Volunteer Co-ordination**

* Deliver best practice volunteer management across all aspects of the volunteer journey – Recruitment, Induction, Training, Retention, Recognition & Exit
* Work with the Volunteering Manager and other Age UK Merton services/ teams to recruit skilled volunteers to roles across the organisation
* Develop and document role descriptions for all volunteer positions across the charity
* Deliver clear, informative and comprehensive induction processes for new volunteers
* Support a programme of ongoing training to enhance volunteers’ skills and knowledge
* Support retention processes through supervision, feedback and ongoing dialogue with volunteers
* With the Volunteering Manager, develop meaningful recognition opportunities through local, national awards, events and regular communications
* Deliver the administration of the volunteer journey, including checking applications, obtaining references and overseeing enhanced Disclosure and Barring Service checks, at all times ensuring that volunteer records are kept within Age UK Merton’s data protection policy
* Capture volunteering data to monitor and evaluate the impact of volunteering for the organisation, supporting the Volunteering Manager to produce reports as required for the Senior Management Team, Trustees and funders
* Record timely and accurate information on the Customer Relationship Management (CRM) database, Charity Log
* As above to maintain Age UK Merton’s volunteering database in relation to the role and undertaking any other administrative duties as necessary

**Befriending service - client support**

* Conduct home visits to assess clients’ needs and build understanding of their requirements
* With the Volunteering Manager, match volunteers with compatible clients
* Provide volunteer support sessions, offering on-going training and support and ensuring that volunteers have an excellent volunteering experience
* Support the collection of quantitative and qualitative data and development of case studies
* Maintain strong working links with partners to ensure a cohesive approach and smooth working of the partnership to deliver the outputs and outcomes required
* Manage promotion of the service to outside agencies, especially any groups underrepresented on project outputs
* Understand the organisational process for raising safeguarding concerns and the route of accountability

**General**

* Establish good working relationships with all relevant stakeholders and liaise as required
* Comply at all times with the policies and procedures of Age UK Merton
* Ensure that Age UK Merton’s Equal Opportunities policies, principles and practices are observed and implemented throughout service delivery.
* Carry out any other relevant tasks as required, to ensure the effective development of the organisation and the delivery of its services, this may include supporting weekend and out of hours events for time off in lieu
* Attend staff meetings and personal supervision and appraisal meetings
* Be aware of own training needs and participate in training/education to improve performance considered relevant to the post and to achieve agreed targets
* Act as a representative of the values, beliefs and principles of AUKM at all times
* Undertake any other duties that are requested and commensurate with the grade and remit of the post

**Person specification**

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|  | **Job title**: Volunteer Co-ordinator | **Criteria** |
|  | **Education and Training** |  |
| 1 | Educated to a good standard of education including English and Maths and willingness to undertake training and continuing professional development as required by the post | Essential |
|  | **Experience** |  |
| 2 | Co-ordinating volunteer recruitment, selection, and induction activity, ideally in a charitable setting. | Essential |
| 3 | Organising events, presentations, or meetings with a variety of audiences | Essential |
| 4 | Conducting interviews and assessing people’s potential | Essential |
| 5 | Working with a client database | Essential |
| 6 | Producing accurate reports | Essential |
| 7 | Experience working directly with clients and assessing them for suitability of service | Essential |
| 8 | Experience of home visiting and lone working | Desirable |
|  | **Knowledge and skills** |  |
| 9 | Ability to deliver presentations/training | Essential |
| 10 | Ability to proficiently use industry standard IT systems (e.g., Microsoft Office, Email, Internet, etc.) to an intermediate level | Essential |
| 11 | Ability to undertake admin tasks including database inputting | Essential |
| 12 | Ability to manage volunteer recruitment process | Essential |
| 13 | Ability to train and support a team of volunteers | Essential |
| 14 | Ability to communicate effectively both orally and in writing with a wide range of audiences | Essential |
| 15 | Ability to work without direct supervision and demonstrate initiative | Essential |
| 16 | Ability to work as part of a team | Essential |
| 17 | Ability to seek support when required and communicate effectively about development needs | Essential |
|  | **Other requirements** |  |
| 18 | Ability to demonstrate personal/ professional empathy with, and commitment to Age UK Merton’s mission, vision and valuesas they apply to the role/ work | Essential |
| 19 | To be committed to the principles of equality, diversity and inclusion | Essential |
| 20 | An enhanced DBS check will be required as part of this role | Essential |

**How to apply**

Send your **CV and a covering letter** outlining your skills and experience in relation to the Job Description and Person Specification above to [kourtney@ageukmerton.org.uk](mailto:xxx@ageukmerton.org.uk). Your CV should be no more than two sides and covering letter no more than two sides also.

Please inform us by emailing [kourtney@ageukmerton.org.uk](mailto:kourtney@ageukmerton.org.uk) of any reasonable adjustments we can make to support you through our recruitment process.

**Interviews will take place on the 20th of December 2023 in our offices in Mitcham.** If you have not heard from us within three weeks of submitting an application, you can assume that you have not been shortlisted.

**General information about Age UK Merton**

Age UK Merton is an independent charity operating within the national Age UK network to provide services for older adults in the London Borough of Merton. Our role is to ensure that older adults can easily access the support, services and care they need as they get older.

**Our priorities**

We are passionate about making a difference to the lives of older people in Merton. Our Strategic Plan outlines our three key priorities to improve health and wellbeing by:

1. Providing high quality advice and practical support
2. Building social connection
3. Creating opportunities for lifelong active ageing

**Our vision**

*Supporting our community with opportunities to love later life*

**Our mission**

*To provide quality advice and services that meet the needs of older adults in Merton*

**Our values**

We want to be known for:

**Inclusivity** – a safe, inclusive place to be for all clients, volunteers and staff

**Collaboration** – Working with partners across sectors to get the best outcomes for Merton’s older adults

**Integrity** – Robust privacy and confidentiality procedures - trusted staff and volunteers

**Kindness** – A supportive, empathic place to work, volunteer or receive support

**Quality** – Providing accredited, person-centred services, respected throughout the borough

Check out our website here: <https://www.ageuk.org.uk/merton/>