



VOLUNTEER COORDINATOR JOB DESCRIPTION

POST:	Volunteer Coordinator
ACCOUNTABLE TO:	Community Development Worker (CDW)/ RN FPS staff member
KEY RELATIONSHIPS:	Staff and volunteers, MOD Organisations, Improving Lives Plymouth, local employers, community organisations and supporters
MAIN PURPOSE:	To recruit and support a pool of volunteers to work alongside qualified staff across the different sections of the RN FPS and on other projects.

1. Introduction

The Volunteer Project can be described as a means of constantly improving the knowledge, ability, and performance of volunteers, therefore developing highly motivated and valued volunteers to meet the needs of the RN FPS organisation.

2. Aim

To enhance the support offered to service users through the involvement of volunteers recruited from the local service community and to assist local RN FPS teams with the recruitment, induction, training, and support to new and existing volunteers.

The Volunteer Coordinator (VC) will support and enable RN FPS volunteers to acquire the knowledge, basic and advanced specialist training, confidence, and behaviours required to perform their role.

Volunteers will assist local RN FPS teams in supported groups and projects in the provision of pro-active and preventative low-level welfare support.

3. Key Performance Indicators

- a. The VC will increase voluntary participation from service personnel, families and veterans, focussing also on younger families and service personnel.
- b. The VC will complement other projects in order to achieve increased attendance rates of adults, children and young people.
- c. The VC will investigate and offer volunteers relevant training and qualifications.

4. Principles

The VC will work within relevant MOD Joint Service Publications, National Occupational Standards, Accredited Schemes, ILP guidelines and other local and national policy and guidelines ensuring that:

- a. Volunteers are offered project/activity placements with the RN FPS.
- b. Processes will be available to identify learning needs and volunteers will be supported through appropriate development.
- c. RN FPS staff are supported in their Volunteer Project work.

5. Responsibilities

The Volunteer Coordinator (VC) will work within appropriate structures which ensure the effective delivery of the scheme, including the following:

- a. To work in conjunction with CDW to develop volunteering opportunities based on the needs of the organisation.
- b. To recruit and interview volunteers, ensuring that they are appropriately matched and trained for the available positions.
- c. To ensure that all new volunteers receive a comprehensive induction.
- d. To ensure that all volunteer files and data bases are completed and updated and undertake any other administrative duties.
- e. Attend meetings and prepare reports as required by the project.
- f. Raise awareness of the project and the role and function of volunteers by positively promoting events and activities.
- g. Enable all volunteers to receive appropriate, support, training, education opportunities, qualifications, and safeguarding checks (as required).
- h. To develop positive relationships with all participants and partner agencies.
- i. Support the CDW with the monitoring, evaluation, and targets, in order to evaluate the effectiveness and periodic updating of the project,
- j. Develop ways to recognise and reward volunteers for their efforts, assisting with volunteer appreciation events.
- k. Organise publicity strategies, campaigns and profile-raising events in order to attract new volunteers and promote volunteering with RN FPS.
- l. Attend Annual Volunteer Coordinator training events.

- m. Keeping up to date with legislation and policy related to volunteering and ensure that CBM and CDW are aware of any necessary changes.
- n. Develop ways to motivate, recognise and reward volunteers for their efforts, assisting with volunteer appreciation events.
- o. Provide reports for ILP/RN FPS and RNRMC as required of the grant bid.

6. Skills

The successful candidate will have:

- a. Excellent interpersonal communication and listening skills, able to relate to all ages.
- b. An approachable, well-motivated, enthusiastic, and confident manner.
- c. Strong interpersonal skills with the ability to deal with people from a diverse background.
- d. Good organisational skills and the ability to manage a variety of tasks, able to delegate, where required.
- e. The ability to manage a volunteer database, maintain records and produce written and oral reports.
- f. The ability to work across different sectors and develop links with local volunteer agencies.
- g. A flexible and non-judgemental approach to people and work.
- h. An understanding of Service life and empathy with service users.
- i. A flexible approach to providing high quality provision of service.
- j. Adhere to good practice maintaining the spirit of the organisation.

7. Qualifications and Experience

Essential

- a. Administrative and IT skills, including, Microsoft Office programs.
- b. Experience of project managing and co-ordinating volunteers and staff.
- c. Experience of working with Service Personnel and their families.

Desirable

- a. Experience of working with Children, Young People and Communities.
- b. Experience of training and assessing volunteers.

- c. Professional qualification in Youth and Community Work (iaw JNC agreement)
- d. Car driver, willing to travel to various locations.

7. DBS/Security

The successful applicant will be required to undertake Security/DBS or Scottish Barring checks law organisational policy.

8. Health and Safety

Post holder must be fully acquainted with the Establishment's Health and Safety and Environmental Protection Regulations and procedures and complete mandatory training. Safety and Environmental precautions are to be observed always. This includes, co-operating with the employer, the proper use of any equipment supplied in the interests of health and safety and observance of all warning signs and instructions, and to not intentionally or recklessly interfere with or misuse anything supplied for these purposes.

Additionally, the post incumbent is to be aware of the legal duty to take reasonable care for their own health and safety and that of others who may be affected by their acts or omissions, and to observe controlled in relevant risk assessments.

Environmental precautions include minimising waste, using recycling facilities provided, turning off unwanted heating and lighting, reporting water leaks and avoiding the pollution of water, land and air.

9. Equal Opportunities

Post holder must adhere to the Ministry of Defence Equal Opportunities and Diversity Policy.

The jobholder will be required to adhere to the RN FPS and MOD policies always, with emphasis on Equal Opportunities and Safeguarding.

