

**VOLUNTEER AND STUDENT CO-ORDINATOR**

**JOB DESCRIPTION**

<b>Job Title</b>	<b>Volunteer Co-ordinator</b>
<b>Salary:</b>	£27,007 - £28,660 per annum £16,423 - £17,428 pro rata per annum (salary will be set dependent upon qualifications and experience)
<b>Hours:</b>	22.5 hours
<b>Responsible to:</b>	Women's Community Manager and will also be responsible to the CEO and Board of Trustees.
<b>Job Purpose</b>	<p>To lead on the development and co-ordination of the Volunteer Project building capacity into the volunteer project to increase and improve the ways in which SWA respond to service user needs.</p> <p>As the Volunteer Coordinator, you will be responsible for engaging a diverse pool of volunteers, managing the recruitment and induction processes, and ensuring that all volunteers receive appropriate training. You will also ensure volunteer motivation and retention by maintaining clear communication, providing support, and recognising their contributions.</p> <p>Work collaboratively with the Counselling and Wellbeing Lead to recruit student placements for the Counselling Service, ensuring the quality and capacity of the service.</p>

This post is open to female applicants only as being female is deemed to be a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010.

**JOB DETAILS**

**Core Requirements:**

- To work as a committed member of the Staffordshire Women's Aid team.
- To support the aims, values and working principles of Staffordshire Women's Aid, and to work in alignment with Staffordshire Women's Aid's Policies and Procedures.
- To take all possible steps to ensure the safety and confidentiality of service users, staff, volunteers, and management of Staffordshire Women's Aid.

### **Specific Duties:**

- Lead the development and coordination of the Volunteer Project to improve the ways in which the organisation responds to service user needs.
- Establish and maintain relationships with a variety of local organisations that can provide volunteers (e.g., universities and community groups).
- Recruit, engage, train and induct a diverse and growing pool of volunteers, providing a variety of volunteer opportunities that support the work of SWA in meeting service user needs.
- Work collaboratively with the Counselling and Wellbeing Lead to recruit student placements for the Counselling Service, ensuring the quality and capacity of the service.
- Interview prospective volunteers and student counsellors to learn more about their interests, skill set, and organisational fit.
- Complete volunteer intake paperwork including DBS checks and references when required.
- Organise and deliver induction training to ensure all volunteers are equipped for their roles.
- Ensure the motivation and retention of volunteers by maintaining open communication, providing ongoing support, and recognising their contributions.
- Develop new opportunities for volunteers by working with SWA managers and the wider staff team to identify service user needs that can be met through the volunteer project.
- Work with SWA management and staff teams to ensure appropriate allocation of volunteers within the service.
- To provide supervision or ensure supervision arrangements are in place for volunteers within the organisation.
- Respond to problems or safeguarding concerns raised by volunteers or student counsellors, in coordination with other members of staff, ensuring they are escalated appropriately and in line with SWA safeguarding policies.
- Record relevant information regarding data records on our case management system.
- Monitor and evaluate all aspects of the Volunteer Project, including producing written reports when required.

### **General Responsibilities:**

- To share responsibility for covering the Help Line during office hours as required, making sure there is cover throughout the day when needed.
- Carry out any other duties that may vary from time to time and may be reasonably required within the general level of responsibilities of the post.
- Work flexibly to allow us to offer the best service possible to service users, this will involve working some evening/ weekend sessions.
- Work in accordance with SWA policies and procedures at all times.

## **Variation Clause**

Staffordshire Women's Aid reserves the right, following consultation with the member of staff, to vary, add or alter any of the terms and conditions of employment attached to this post.

This job description will be reviewed annually and may need to be revised according to the priorities of current workload with the agreement of the Board of Trustees and the CEO.

The performance of the post holder will be monitored through regular supervision by the line manager and reviewed at each annual appraisal.

It is in the nature of the work of Staffordshire Women's Aid that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are therefore expected to work in a flexible way when the occasion arises so that tasks which are not specifically covered in their job description are undertaken. These additional duties will normally be to cover unforeseen circumstances or changes in work and will normally be compatible with the regular type of work.

Please be aware that you will be required to undertake a DBS check and may be required to undertake additional security checks to work in some settings.

A full driving licence and access to a vehicle are essential requirements of the post.

## **General Information and Conditions of Service**

- 5 weeks holiday (pro rata) per year, plus statutory holidays.
- Staffordshire Women's Aid contributes a sum equivalent to 3% of the annual salary to the company pension scheme subject to staff contribution of 5% as part of auto-enrolment.
- Overtime is unpaid; time of in lieu is to be taken in consultation with line manager.

**VOLUNTEER COORDINATOR**

**PERSON SPECIFICATION**

<b>Criteria:</b>		<b>Essential</b>	<b>Desirable</b>
<b>Qualifications:</b>	GCSE, or equivalent, in English and Maths.	x	
	Educated to graduate level, or equivalent.		x
<b>Experience:</b>	<ul style="list-style-type: none"> <li>• Experience of working with victims of domestic/sexual violence.</li> </ul>		x
	<ul style="list-style-type: none"> <li>• Experience of recruiting and working with working with a team of volunteers.</li> </ul>		x
	<ul style="list-style-type: none"> <li>• Experience of working effectively in partnership with a range of stakeholders.</li> </ul>	x	
<b>Knowledge &amp; Understanding:</b>	An understanding of and commitment to the Violence Against Women and Girls agenda, and its place in the values of Staffordshire Women's Aid.	x	
	An understanding of anti-discriminatory working principles and practices, and of the importance of an ethos of diversity.	x	
	Knowledge of local networks and resources in Staffordshire.		x
<b>Skills:</b>	Excellent interpersonal and communication skills.	x	
	Demonstrate a high degree of professionalism and integrity.	x	
	The capacity to inspire and motivate others and treat people with respect.	.x	
	Ability to prioritise workload, work under pressure, and organise and manage workload.	x	
	Good ICT skills to enable and support effective delivery, monitoring and reporting.	x	
	Ability to monitor and evaluate projects and produce written reports.	x	
	A good understanding of confidentiality and boundaries.	x	
	Ability to assess risk of harm to clients/self/others and take appropriate action and escalate to management when needed.	x	
<b>Other:</b>	Willingness to use supervision appropriately and effectively.	x	
	Ability to identify and solve problems, escalating to management as appropriate.	x	
	Ability to work flexibly as part of a team.	x	
	Resilience, determination, enthusiasm and a sense of humour	x	