

JOB DESCRIPTION

Job Title:	Volunteer Coordinator (<i>Fixed-term contract</i>)
Reports To:	Community Wellbeing Manager
Accountable To:	Head of Services
Hours per week:	28 hrs
Salary:	£25,000 - £27,500 pro-rata
Location:	Eglantine Avenue, Belfast

This role will be on a fixed-term contract basis for a period of up to one year to cover a period of Maternity Leave.

Overall Purpose of Post

The Volunteer Co-ordinator is responsible for the development and day to day management and provision of volunteer services across the organisation and will work closely with departmental managers.

The post will play a key role in training, developing, promoting and supporting volunteering across all services within Cancer Focus NI.

The post holder will also contribute to marketing volunteering opportunities and promoting good practice in volunteer management.

Key Responsibilities

Service Co-ordination:

- To be responsible for the day-to-day coordination of volunteer services across the organisation.
- To work with the Community Wellbeing Manager to identify and meet the needs of volunteering within the organisation.
- To foster and maintain friendly, professional and supportive working relationships with our volunteers and stakeholders.
- To maintain the volunteer database and an inventory of volunteer needs matching skills and abilities to projects; track and report on volunteer projects and hours contributed.
- To work with Cancer Focus NI department heads to develop volunteer job descriptions, orientation and training programmes for current and new projects.
- To train staff on the fundamentals of working with, and supervising groups of volunteers.
- To secure volunteer participation in CFNI fundraising events.
- To ensure volunteers are embedded in CFNI services where appropriate.
- Provide regular reports to line management.

Service Development:

- To develop and implement a comprehensive volunteer recruitment programme to meet Cancer Focus NI volunteering needs.
- To liaise with CFNI Communications Department to increase the visibility of the service through social media outlets and capturing relevant case studies.
- To identify and develop new volunteer initiatives within the organisation.
- To work across departments in Cancer Focus to meet strategic needs.
- To represent the service and promote its work both locally and to the wider community.
- To liaise, develop and maintain links with other agencies in the voluntary, private and public sectors in order to raise awareness, promote volunteering and develop new initiatives.

Volunteer Management:

- To work with other CFNI volunteer co-ordinators to ensure the needs of our current volunteer base is met.
- To work with CFNI volunteers to create and implement a holistic volunteer development strategy.
- To plan and implement training when needed, incorporating appropriate resources.
- To induct new volunteers in line with CFNI policies and procedures.
- To provide ongoing effective support and guidance to CFNI volunteers.
- To continually update volunteer records and input into the Raiser's Edge NXT platform.

Service Evaluation and Quality Assurance

- To quality assure and maintain service standards and make recommendations to improve the quality of service provision.
- Ensure Adult Safeguarding procedures are in place and reporting structures established.
- To review current evaluation tools to accurately assess the volunteer experience.
- To ensure that the volunteers voice is adequately heard and reflected in service provision.
- To ensure volunteers are adequately supported and the service complies with good practice in terms of Access NI checks, training and volunteer development.

General:

- To input into the wider work of the volunteer department
- Attend and input into team meetings and cross departmental meetings where appropriate
- This work will require some evening/weekend work
- To undertake any other duties as may reasonably be required

PERSONNEL SPECIFICATION

The personnel specification shows essential skills, abilities, knowledge and/or qualifications required to be able to carry out the duties of this post.

	Essential	Desirable
Experience	<ul style="list-style-type: none"> • Two years' experience of managing volunteers 	<ul style="list-style-type: none"> • Experience of working in the voluntary sector.
Qualifications	<ul style="list-style-type: none"> • Relevant third level qualification 	<ul style="list-style-type: none"> • Educated to a degree level • Recognised qualification in the management of volunteers.
Skills	<ul style="list-style-type: none"> • Excellent interpersonal skills with ability to inspire trust & enthusiasm • Strong leadership skills • Ability to manage a complex workload with competing priorities & to work independently • Ability to show initiative • Competent user of Microsoft packages, email & internet 	
Personal Qualities	<ul style="list-style-type: none"> • Enthusiasm, drive and commitment to continuous improvement 	

The job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the charity at any time after discussion with the post holder.

If you would like to apply for this role, please email an up-to-date copy of your CV to: hadmin@cancerfocusni.org before the closing date/time of **12 noon, Wednesday 1st March 2023**.