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| signature_475803255 | **Carers Trust Solihull (CTS)** **Job Description/Person Specification** |
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| **Post : VOLUNTEER COORDINATOR**  |
| **Hours:** 12 hours per week (subject to review). |
| **Salary:** Scale 3-5, £24,006-£25,173 **(pro-rata)** dependening on skills & relevant experience |
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| **JOB PURPOSE: To recruit, train and retain a team of volunteers to support the overall work of Carers Trust Solihull (CTS). To champion the roles of volunteers within CTS.** |
| **FUNCTIONS SPECIFIC TO THIS ROLE:** |
| * Advertise current vacancies within the local community, online, on the ground, and within networks and relevant agencies.
* Maintain a range of written materials to support the overall function of the post, for example, recruitment materials, policies relevant to support volunteers, training and induction materials, and evaluation materials.
* Interview, recruit and manage a range of volunteers following the Centre's Equality and Diversity Policy and recruitment requirements such as DBS checks, references etc., and service needs.
* Deliver core volunteer induction courses and ensure volunteers undertake relevant online training.
* Enable volunteers to achieve external accreditation of skills and knowledge as appropriate.
* Match volunteers to suitable placements within the Trust, liaising with other staff members to identify the volunteer needs of the service or new projects.
* Carry out a programme of regular support and supervision for the volunteers by telephone, face to face or digitally.
* Update and maintain Volunteers' information and up-to-date status regarding DBS, training, and support.
* Attend inter-agency meetings, training and events concerning volunteering to promote current vacancies and services.
* Monitor and evaluate the outputs and outcomes of the service.
* Involve volunteers in decision-making within the Trust and keep up to date with development within the service.
* In conjunction with Chief Officer, ensure the volunteer service stays within budget and has an up-to-date strategy.
* Support CTS's leadership team's smooth running of services by highlighting volunteering issues, helping to implement strategic plans and providing cover for colleagues as required.
* Other duties as agreed by the Chief Officer.
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| **Functions applicable to all staff:** |
| * Contribute to the development and achievement of CTS strategic objectives.
* Provide a quality service.
* Promote the good image of CTS by being an excellent ambassador of CTS when meeting with carers, members of the public or representing CTS in meetings with other Trusts.
* Contribute to fundraising via actual events, identifying opportunities, aiding bid writing etc.
* Use CTS income wisely and within your authority.
* Support volunteers in tasks linked to your work.
* Participate in appropriate training.
* Adhere to CTS policies and procedures.
* Actively promote non-discriminatory practice, equal opportunities & diversity of perspectives
* Service one's own work.
* Work positively and flexibly as part of the team to ensure the smooth day-to-day running of Carers Trust Solihull services and activities.
* Attend and participate in regular internal staff meetings.
* Undertake other tasks as required.
* Adhere to all CTS policies & procedures and represent the Centre at appropriate meetings.

Duties of all Carers Centre staff are periodically reviewed and may alter in line with service requirements and developments in consultation with staff.  |
| **Work conditions applicable to this post:** |
| * Office-based but with regular travel across the Borough.
* Some flexibility in times/ days of work required.
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| **Accountability:** |
| Reporting to Chief Officer on key performance indicators, which will include:* A diverse range of volunteers recruited, trained and retained.
* The number of volunteers recruited, current volunteers, numbers that have left and attendant activity.
* Successful contribution by volunteers over a range of the Centre's activities.
* Networking with other agencies.
* Championing skills and contribution to the overall running of the Trust.
* Contribution to overall aims of CTS.
* Evidence of meeting or exceeding these person specification requirements.
* Decision-making level – decisions linked to the use of volunteers within CTS.
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| **Relationships:** |
| Internally :* Chief Officer
* All staff
* Trustees (with reference to volunteering)
 | Externally :* Potential volunteers
* Other agencies linked with volunteering, training and accreditation
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| **Person Specification specific to this role:**Essential:* Excellent interpersonal skills
* Good oral and written skills
* Good IT skills, e.g. email, PowerPoint, databases, word
* Good presentation skills
* Experience of mentoring or managing individuals and teams
 | * Ability to facilitate team discussion
* Knowledge and skills in training and mentoring
* Proven problem solving and conflict management
* Ability to network and make new external contacts
* Excellent time management organisational skills
* Car owner with a valid licence
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| Desirable:* Good knowledge of Carers Trust Solihull services and working practices or previous experience of working in a similar Trust
* Previous experience of working as a successful volunteer co-ordinator or similar post
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| **Applicable to all staff:*** Positive attitude
* Flexible and able to multi-task
* Good time management skills
* Emotionally resilient
* Non-judgemental and respectful of others
* Commitment to equality and diversity
 | * Respectful of confidentiality
* Excellent team player
* Appropriate sense of humour
* Empathic with an understanding of caring
* Approachable and able to be sensitive
* Able to work on own initiative within the boundaries of the role
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