



February 2022

JOB DESCRIPTION

JOB TITLE:	Volunteer Coordinator
ACCOUNTABLE TO:	Business Support Manager
LOCATION:	Cotton Hall

About Save the Family

Save the Family is a charity based in Cheshire. We provide a safe community environment combined with tailored mentoring to homeless and vulnerable families. The help offered includes access to training, employment support and issue led support enabling families to get back on their feet and move forward with confidence.

Safeguarding

Save the Family requires all of its employees to abide by its policies on safeguarding and promoting the welfare of vulnerable children and adults. An Enhanced Disclosure and Barring Services (DBS) (Previously known as CRB) check is required with this post. As well as this position being subject to a satisfactory enhanced disclosure, this job offer will also be subject to a minimum of two satisfactory references.

Values and Attitude

The success of Save the Family has spanned over 40 years. We value our people and take great pride in our core values that are embedded through everything we do to **CREATE** a positive future.



Compassion



Respect



Empowerment



Aspiration



Trust



Excellence

All Save the Family employees are expected to demonstrate the Charity's values by working positively as part of a team delivering vital high-quality services to clients to create a culture where all are valued and encouraged. In return, Save the Family will offer you support, training and development and the best resources that we are able to provide to help you give your best in your work with us.

The Role

The role includes, recruiting and inducting new volunteers and looking after our regular and corporate volunteers. The Volunteer Coordinator will also be part of the funding group, contributing to raising the profile of the charity with corporate organisations and other key stakeholders with the aim of generating revenue and opportunities. You will also have responsibility for 'The Hub' reception. Supported by individual volunteers, the volunteer coordinator will be responsible for keeping the reception functioning smoothly whilst maintaining a cheerful atmosphere, as you will often be the first point of contact for visitors.

How you will make an impact

Volunteer Coordination

- Be the first point of contact for any volunteer enquiries.
- Develop new volunteering opportunities at Save the Family including building links with individuals and corporate organisations.
- Coordinate the day-to-day delivery of our volunteer service.
- Ensure the volunteer service is compliant with organisational safeguarding policies and procedures including supervising our disclosure and barring (DBS) process
- Develop marketing materials to promote our volunteer programme to a wide audience.
- Attend events, such as volunteer fairs, community events to promote Save the Family's work and its volunteering programme.



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The Hub Reception

- Create a welcome, vibrant setting to meet and greet all visitors.
- Coordinating the receipt and thanks for all donations.
- Advise visitors of our Health & Safety, First Aid and Fire Information.
- Be the point of call for all enquiries, including donations and coordinate collection where necessary.
- Organise bookings for meeting rooms, ensuring that rooms are prepared with the relevant facilities, equipment and refreshments, as necessary.
- Manage incoming/outgoing post.

General requirements

- Ensure that all responsibilities are undertaken in an effective and appropriate manner, which meet the requirements of Save the Family, in accordance with the Code of Conduct for Employees, Policies and Procedures.
- Seek to continuously improve, in order that the Charity delivers the best possible service to residents Act as a positive ambassador for the Charity, at all times.
- Positively contribute to the Save the Family team working environment, taking ownership of issues and supporting colleagues.
- When required, attend Save the Family Events in support of raising the profile and much needed funds.
- Undertake any other duties that may be required, from time to time
- This appointment is subject to the receipt of a satisfactory Enhanced Disclosure and Barring Service check and references.

NB: This Job Description forms part of the Contract of Employment of the person appointed to this post. It reflects the position at the present time only, and may be changed at management's discretion in the future. As a general term of employment, the Charity may affect any necessary change in job content, or may require the post holder to undertake other duties, at any location in the Charity's service, provided that such changes are appropriate to the employee's remuneration and status.

Person Specification

Post: Volunteer Coordinator		
CRITERIA	ESSENTIAL / DESIRABLE	METHOD of IDENTIFICATION
Qualifications: Good Standard of general education (e.g. GCSE in Maths and English or equivalent)	Essential	CV & Covering Letter / interview
Volunteer management qualification/training or equivalent	Desirable	CV & Covering Letter / interview
Training in safeguarding vulnerable adults and children	Desirable	CV & Covering Letter / interview

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<p>Proven Experience: Recruiting and coordinating volunteers</p> <p>Experience coordinating disparate groups of people</p> <p>Experience of working in a front of house or reception setting</p> <p>Experience of working as part of a team</p> <p>Experience of staff supervision</p> <p>Experience of networking</p> <p>Experience of working in a similar environment with vulnerable adults and children</p>	<p>Essential</p> <p>Desirable</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p>	<p>CV & Covering Letter / interview / presentation</p> <p>CV & Covering Letter / interview / presentation</p> <p>CV & Covering Letter / interview / presentation</p> <p>CV & Covering Letter / interview / presentation</p> <p>CV & Covering Letter / interview / presentation</p> <p>CV & Covering Letter / interview / presentation</p> <p>CV & Covering Letter</p>
<p>Knowledge, skills and abilities: Ability to build and sustain strong working relationships with volunteers, staff, service users, as well as other organisations and agencies</p> <p>Excellent presentation skills, with the ability to make presentations to a wide range of audiences</p> <p>Understanding of how volunteers can provide fundraising opportunities for projects</p> <p>Able to work under pressure, whilst maintaining effective organisational skills (achievement of deadlines, priority setting, maintenance of accurate administrative records etc.)</p> <p>Knowledge of the Disclosure and Barring Service (DBS) and reference checking</p> <p>Full driving licence</p> <p>Knowledge of the Microsoft 365 package</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Essential</p> <p>Essential</p>	<p>Interview/Presentation</p> <p>Presentation</p> <p>CV & Covering Letter/Interview/ presentation</p> <p>CV & Covering Letter/Interview/ presentation</p> <p>CV & Covering letter</p> <p>CV & Covering letter</p> <p>CV & Covering Letter</p>
<p>Other Attributes: Willing to work flexibly (i.e. evenings, weekends, bank holidays)</p> <p>Confident, motivated and enthusiastic</p> <p>Committed to Save the Family's values</p> <p>Excellent communication and listening skills at all levels</p> <p>Trustworthy, tactful and diplomatic</p> <p>Polite, cheerful and helpful attitude</p> <p>Willing to learn and develop, with a 'can do' attitude</p> <p>Compassionate, sympathetic person</p> <p>Understanding of the needs of homeless and excluded families</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p>	<p>CV & Covering Letter</p> <p>Interview/Presentation</p> <p>Interview/Presentation</p> <p>Interview/Presentation</p> <p>Interview</p> <p>Interview</p> <p>CV & Covering Letter/Interview</p> <p>Interview</p> <p>Interview/presentation</p>