



Bellshill and Mossend YMCA
 Job Description for post of:
Volunteer Co-Ordinator

Post

JOB TITLE:	Volunteer Co-ordinator
LOCATION:	Main St, Bellshill
REPORTS TO:	Project Operations Manager
HOURS	25 hours per week including evening and weekend work
SALARY SCALE:	Band 4 £21,770 - £25,265

Job Summary

You will be a dynamic and effective team member with excellent communication and time management skills with a commitment to delivering a high-quality service in line with our mission and values. You will be working in close collaboration with the management team, staff and young people to identify how volunteers can support staff and enhance the young person's experience, ensuring that volunteers and volunteering brings value to our service.

You will recruit, train, support and place a diverse range of volunteers within our projects and services. You will be responsible for ensuring their placements promote personal growth and development. This will be achieved through the direct delivery of training and identifying learning opportunities for our volunteers.

Values & Behaviours

- Be part of a **Safe** space for you, the team and others to flourish and grow
- Always be **Honest** about your abilities and be able to ask for help when required
- Be **Accountable** for your actions
- Have a **Non-judgemental** attitude towards your peers, team, stakeholders, and clients
- Be **Adaptable** in your outlook and have a positive attitude to change.
- Have **Respect** for the insights, skills and opinions of your peers, team, stakeholders and clients
- Be **Resourceful** and able to produce positive outcomes under challenging circumstances
- Be **Inspired** to do great work and lead by example

Person Specification

Experience

- Experience of managing and supporting volunteers
- Experience of recruiting, training and supporting volunteers
- Experience of working effectively in a team and leading on own initiative
- Sound knowledge of relevant policy and procedures for volunteering roles
- Good knowledge of key issues around child wellbeing and protection
- Knowledge of local beneficial services and activities aimed at young people

Skills & Abilities

- A friendly supportive and empathetic approach
- Excellent active listening skills
- Effective interpersonal skills, with the ability to develop strong relationships with peers
- Ability to grasp new concepts quickly and have the confidence to implement them
- Ability to problem solve and find creative solutions
- Good organisational skills

- Ability to work as a team in a manner consistent with the values and mission of the organisation
- Competent IT skills including Microsoft Office and Database use

Qualifications

- Knowledge and experience of recruiting, training and supporting volunteers

Job Outputs

Role Output	Includes the requirement to:
Recruitment & Management	<ul style="list-style-type: none"> • Work in collaboration with project co-ordinators and staff team in order to identify opportunities for meaningful volunteer involvement within services. • To match volunteers with suitable volunteering opportunities in line with organisational priorities • Develop a plan to support ongoing recruitment and placement. • Organise the recruitment, screening, PVG checks and annual review of all volunteers • To develop and maintain internal and external links in order to attract volunteers to the available roles within service. • To take a continuous improvement approach to the volunteering offer within the service • To ensure volunteers are skilled in the roles they are undertaking and that development opportunities are offered in order for them to acquire new skills • Produce regular Volunteer communication and newsletters ensuring all volunteers are informed of events across the organisation, as well as coordinating Volunteer social gatherings and Reward & Recognition schemes for all
Communication	<ul style="list-style-type: none"> • To develop and maintain links with local and national volunteer recruitment agencies • To attend relevant events, such as volunteer fairs and community events to promote volunteer opportunities within the organisation • Creating exciting recruitment materials, online adverts and social media content • A friendly supportive and empathetic approach • Excellent one to one and group communication skills • Excellent communication skills, both written and verbal • Cultivate a positive culture of volunteering within the service • Active participation in monthly job chats with your line manager
Administration & Training	<ul style="list-style-type: none"> • To coordinate, develop and deliver appropriate recruitment and training for new volunteers, Induction etc as well and the processing of Volunteers when leaving • To deliver and assess accredited and regulated training and education packages in order to develop volunteers to meet service needs • To monitor and review volunteering across the organisation to ensure volunteers receive enough support including Support Catch up calls and ongoing training needs • To train and support staff in order that they in turn may supervise, support and develop volunteers • Fully understand all policies and processes used within Bellshill & Mossend YMCA • Production of Monthly and Quarterly Volunteer Stats for the Management Team

