**Job Description and Specification**

**Role:** Volunteer Coordinator

**Based:** 1 Creek Road, Deptford, London.

**Responsible to:** Day Centre Manager

**Terms:** 9am – 5pm, full time 5 days 37.5 hours

**Salary:** £24,000-£27,000 depending on experience

**The organisation**

The Deptford Methodist Church, Disabled People’s Contact (Deptford Mission) is a registered charity and a company limited by guarantee. Our aim is to reduce isolation and improve the quality of life for elderly and elderly / disabled residents of Lewisham and Greenwich. In order to achieve this, we provide a day centre service on Tuesdays, Wednesdays and Thursdays at the Deptford Mission, DM. Funding for the charity comes from several sources one being ‘The Well’ our charity shop.

**Summary of Position**

We are looking for a competent Volunteer Coordinator to recruit and manage volunteers. You will be responsible for sourcing the required volunteers and retaining the best people. You should know how to distinguish talent and do everything possible to motivate and inspire. You must possess excellent organizational skills and ability to communicate with people from diverse backgrounds and experience.

The position involves working with the Day Centre Manager (DCM) and assisting in the day to day running of the Day Centre that involves looking after our members, recruiting the volunteers needed to run the day centre, the charity shop, and the transport function of the charity. The role includes maintaining effective working relationships with all managers, while sourcing and supervising the required volunteers. It will also involve working with local community contacts to foster a productive and positive community atmosphere.

**Duties and Responsibilities**

Reporting to the Day Centre Manager, you will be responsible for all aspects of the volunteers at the Deptford Mission as noted below;

Identifying with management the requirements for volunteers

Source and recruit volunteers for all areas of the charity’s work

Ensure that all aspects of the recruitment process are followed

Collect information on availabilities and skills

Arrange for appropriate training when needed

Produce schedules for weekly activities

Assign responsibilities to the right people

Coordinate teams of volunteers for special days such as outings

Communicate frequently with volunteers to ensure they are satisfied and well-placed

Keep detailed records of volunteers’ information and assignments

Ensure the purpose of the organization and its actions is clearly communicated

**Day Centre Support Duties**

* To be prepared to work in another area of Disabled People’s Contact, such as in the day centre, if and when required to cover staff shortages.
* To perform the fire alarm testing as required.

This is not an exhaustive list of responsibilities, and the post holder will be expected to undertake other duties as requested by the Day Centre Manager

**PERSON SPECIFICATION**

|  |  |  |
| --- | --- | --- |
| **Qualifications** | Health and Social Care NVQ Level 2 | Desirable |
|  | Health and Social Care NVQ Level 3 | Desirable |
|  | A Levels | Desirable |
|  | Well developed verbal and written communication skills | Essential |
|  | Good numeracy skills | Essential |
|  |  |  |
| **Experience** | Experience working or volunteering in a caring/support rolefor elderly and/or disabled people, or vulnerable adults | Essential |
|  | Nursing experience | Desirable |
|  | Ability to analyse and identify potential solutions | Essential |
|  | Knowledge of/and working in the volunteering sector | Desirable |
|  | The ability to work with a high level of accuracy and attention to detail. | Essential |
|  | Ability to work on own initiative and as part of a team | Essential |
|  |  |  |
| **Skills** | Good working knowledge of Microsoft 365 | Essential |
|  | Understanding of the application of Sharepoint  | Desirable |
|  | Good working knowledge of databases and MS Office | Essential  |
|  | Good written and verbal communicational skills | Essential |
|  | Pleasant and professional telephone manner | Essential |
|  | Good interpersonal skills | Essential |
|  | Good customer service skills | Essential |
|  | Ability to process and record financial transactions  | Essential |
|  | Full driving licence | Desirable |
|  | Ability to cope under pressure, maintaining a steady and professional environment for the members | Essential |
|  | Ability to minute meetings and record outcomes | Desirable |
|  |  |  |
| **Knowledge** | Knowledge and understanding of various health conditions, e.g., diabetes, epilepsy, arthritis, and how they may affect people with these conditions | Desirable |
|  | Knowledge of Human Resources practice | Desirable |
|  | Knowledge and understanding of the charity sector | Desirable |
|  | Ability to work under pressure and manage conflicting priorities | Essential |