

MAYFAIR COMMUNITY CENTRE
JOB DESCRIPTION

Mayfair Community Centre aims to improve the quality of life for people in the local community. To enable this, all staff actively promote an open, supportive and welcoming environment for clients, visitors, volunteers and for each other. The values and behaviours which create this, including confidentiality, are essential to all jobs at Mayfair.

1 TITLES

Job Title – Volunteer Coordinator

Reports to – Care Services Manager

Location – Mayfair site

Job holder(s) – Angela Ellis

Author – Nicola McPherson

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2 JOB PURPOSE

To recruit, place, support and train volunteers, in order to ensure that volunteers have the opportunity to contribute appropriately to the delivery of Mayfair services to the local community.

3 DIMENSIONS

300+ volunteers working in the various sectors and locations of Mayfair Community Centre, including the Kitchen and Cafe, Day Care, Reception, Crèche, Health and Wellbeing, Ring and Ride, Maysi/CoCo, IT suite, Walking for Health.

Recruitment of 40 new volunteers a year.

4 ORGANISATION CHART

(See Mayfair organisation chart to show this job and its reporting relationships)

5 PRINCIPAL ACCOUNTABILITIES

- a) Generate and promote volunteering opportunities through publicity strategies and campaigns.
- b) Interview and recruit volunteers, ensuring that security checks and references are provided, and that volunteers are appropriately placed, and receive induction and ongoing training as needed for the position.
- c) Monitor and provide ongoing support to individual volunteers and organise celebrations of volunteer achievements.
- d) Intervene sensitively when there are conflicts, complaints, conduct or performance issues concerning volunteers, to ensure that volunteers remain motivated, productive and satisfied.

- e) Organise and maintain the volunteer database and volunteer rotas, working with other staff and volunteers.
- f) Organise cover, often at short notice, when volunteers are unable to carry out planned duties.
- g) Liaise with other staff and external agencies to raise awareness of the role and function of volunteers and support volunteers in their placements.
- h) Organise and oversee work placements from schools, colleges and other agencies.

6 SPECIAL FEATURES

a) Qualifications and experience (essential and desirable)

A positive nature with excellent listening skills, essential

Good communication and interpersonal skills, essential

Good organisational skills, essential

Able to work as part of a team, essential

Experience of working with volunteers, essential

A flexible, non-judgemental approach to people and work, essential

Motivational skills, essential

IT skills, essential

Experience of working in Health, Social Care and or Community settings is desirable but not essential.

b) Training

Working Hours

20/25 hours per week. Generally between 9-5 weekdays, some out of hours may be required. Pattern of working to be agreed but must include mornings and at least one full day.

c) Others

Post-holder frequently has to deal with finding volunteers for specific duties at very short notice.

The Post holder is responsible for undertaking appropriate DBS checks for staff and volunteers and maintaining the database.

d) Salary £10,400 pro rata