



JOB DESCRIPTION

JOB TITLE: VOLUNTEER COORDINATOR

HOURS: 37 hours per week. Some evening and weekend working will be required to deliver training courses and development work with volunteers.

LOCATION: As advertised

PURPOSE OF POST:

To act as lead for the volunteering project across all New Pathways areas and to facilitate and coordinate effective service delivery:

GENERAL:

- a. The post holder will embody New Pathways' ethos and values and will model appropriate behaviours at all times and in all areas of responsibility.
- b. Commit to a continuous improvement culture and be prepared to undertake other duties and responsibilities relevant to the nature, level and extent of the post.
- c. Ensure CPD by attending relevant training and workshops, in relation to regulatory compliance and quality.

MAIN RESPONSIBILITIES, TASKS AND DUTIES:

1. Oversee the effective delivery of volunteer projects for New Pathways

- a. To develop new volunteering opportunities across the different project in New Pathways
- b. To provide support and advice to volunteers when needed
- c. To assist in the recruitment and training of the volunteer cohort
- d. To maintain accurate records relating to the volunteer cohort
- e. To identify any issues or problems relating to volunteers and to liaise with managers to help to resolve these issues.
- f. To gain accreditation and maintain the Investing in Volunteers Award
- g. To participate and lead sessions on the Volunteer Working with Sexual Violence course

2. Administrative and marketing duties

- h. To co-ordinate and provide administrative support for the Volunteer Project
- i. To produce regular reports on the Volunteer Project for managers and Board Members
- j. To assist in the marketing of volunteering opportunities with New Pathways
- k. To liaise with a relevant manager regarding volunteer supervisory requirements

3. Best practice development

- l. To work with other members of New Pathways to ensure best practice and continued development.
- m. To liaise with other volunteering organisations, and attend meetings, as required
- n. To participate in the consultancy and research activities of New Pathways
- o. To undertake relevant training as required and maintain CPD.
- p. To undertake any other duties the manager may request when necessary.



PERSON SPECIFICATION

VOLUNTEER COORDINATOR

Essential	Desirable	Specification	Assessed on application form	Assessed at interview
		Qualifications		
	✓	Hold at least Diploma level qualification in counselling.	✓	✓
		Experience		
	✓	Experience of working in the voluntary sector.	✓	✓
	✓	Experience of supporting and managing volunteers	✓	✓
		Knowledge and Skills		
✓		Knowledge and understanding of counselling issues	✓	✓
	✓	Knowledge and understanding of New Policies and Procedures that apply to Volunteers	✓	✓
✓		An ability to deliver induction training and training sessions to a cohort of volunteers		
✓		Knowledge and understanding of training processes and effective training practice		
✓		Excellent interpersonal and communication skills, both written and verbal.	✓	✓
✓		Ability to work on own initiative	✓	✓
✓		Understanding of, and commitment to, equality opportunities and anti-discriminatory practice	✓	✓

✓		Understanding of GDPR and an ability to maintain strict confidentiality at all times.	✓	✓
	✓	Welsh speaking		✓
	✓	Hold a current clean driving licence or be committed to using public transport if required, to meet the needs of the job.	✓	
✓		Relevant administration, record keeping and IT skills	✓	✓
		Qualities		
✓		Resilient with the ability to thrive in a busy environment	✓	
✓		Enthusiastic, positive approach and outlook with ability to accept and learn from constructive criticism	✓	
✓		An innovative and enthusiastic approach to developing new volunteering opportunities across New Pathways		✓
✓		An ability to foster and encourage collaboration amongst the team and engender team spirit	✓	✓
✓		An ability to connect and with and support volunteers to understand the high value New Pathways places on volunteers and the commitment needed in return.	✓	✓
✓		Flexible approach and adaptable to change	✓	✓
✓		An ability to plan and work under pressure	✓	
✓		An ability to demonstrate a non-judgemental attitude	✓	✓
✓		A good team player and a can-do attitude	✓	✓
✓		A willingness to travel to out other offices and different venues if required		✓