



JOB DESCRIPTION as of 6 March 2023

Post Title: Volunteer Coordinator

Responsible to: Director

2 year contract £29, 120 pro rata before tax 20 hours per week

**Purpose of the Job:**

The main purpose of the position is to provide coordination of the volunteer experience at Steel Bones. The Steel Bones Volunteer Coordinator will play a crucial role in the team. The person should be prepared to work proactively and at pace.

This is a small, new charity but one that punches above its weight and growing very quickly. It is a very busy, responsive environment. We are looking for someone who has a passion to make a difference and wants to be part of something growing bigger and helping more families each day.

This is a work from home role with travel expenses paid for meetings which require travel. Steel Bones is a family friendly organisation whose team work around their family's needs. We welcome applications from all backgrounds.

The post holder will need to be well organised, calm, friendly with a welcoming manner and an ability to work under pressure whilst paying attention to detail. A main aspect of the role is to ensure the Steel Bones Volunteer Experience provides the WOW factor. The successful candidate will need a good understanding of customer care, understanding that they are an ambassador for the charity and should embody the value, vision of Steel Bones in all interactions.

**Volunteer Coordinator requirements and qualifications**

- Proven experience as Volunteer Coordinator or similar role
- Good time-management skills
- Great interpersonal and communication skills
- Team player with an ability to motivate and inspire
- Degree educated preferred
- Experience working with a range of different people of all different backgrounds and skills
- Friendly, welcoming approach, building meaningful relationships whilst maintaining professional boundaries at all times.
- Commitment to ensuring equality of opportunity and access for all
- Proficient knowledge of Microsoft Word, Outlook, Excel
- Experience of disability and specifically the Limb Loss Limb Different community

**Duties and Responsibilities**

- Be the main point of contact for all Steel Bones volunteers. Maintain excellent communication with volunteers with regular phone calls to ensure they are aware of all latest news and upcoming events and opportunities
- Be the main lead on ensuring volunteers wellbeing is cared for and adhered to
- Recruit volunteers; coordinate outreach, liaise with team to post about volunteering opportunities on socials/in the newsletter. Consult with colleagues to create descriptions for all volunteer positions. Plus interviewing candidates and matching them with appropriate roles.
- Process DBS paperwork and checks
- Create and maintain the volunteer schedule, responding to any changes or drop-outs as and when required.
- Answer any queries about volunteering from potential volunteers
- Review and update all Volunteer training processes

- Arrange volunteer meetings and run briefings to all volunteers on their role and introduce them to the wider team.
- Support Director with evaluating Beneficiaries and volunteers' experience with us and assist with funding reports
- Meets with volunteers to assess their progress and satisfaction. Give constructive feedback within the annual appraisal framework
- Send out a regular newsletter via email and post to volunteers
- Maintain a database of contact details for all volunteers and keep track of all their trainings and events they attend. Ensure training is refreshed annually.
- Be the point of contact for volunteers during events; answering queries, briefing them
- Evaluate and improve the volunteering process and experience.
- Organise and run regular volunteer social and support events
- Provide case studies demonstrating journey travelled.
- Cultivates a positive and supportive atmosphere by recognising volunteer efforts and assisting volunteers with their own endeavours

**External facing duties:**

- Raise public awareness of both the need for and the role of volunteering.
- Promote the organisation, its volunteer efforts and its accomplishments internally and externally.
- Attending external network meetings regionally and Nationally to learn other organisations' shared best practice and share our own volunteer experiences

**DECISIONS MADE**

The post holder will be required to take such day-to-day decisions as are required to maintain an efficient, responsible and economic administrative service, these decisions are as follows:

- dealing with a wide range of messages, telephone calls, emails from volunteers and stakeholders
- being prepared to deal with additional administrative duties as required.
- using initiative to prioritise in an emergency.
- handling confidential and/or sensitive information. Being discreet and reporting directly to the Director

**Application details:**

Please email [emma@steelbone.co.uk](mailto:emma@steelbone.co.uk) with your CV and a cover letter explaining why you are the right person for the job with specific examples of previous work to back this up.

**All applications to be submitted on or before Sunday 26<sup>th</sup> March.**

We currently plan to hold First interviews 28<sup>th</sup> March and Second interviews 30<sup>th</sup> March, these dates are subject to change Location TBC depending on candidates' location.