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| Job title: | Volunteer Coordinator (12-month fixed term contract) |  |
| Service: | Across all Compass' services | |
| Reports to: | Richard Thomas (Operations Manager) | |

Purpose of the role:

The use of volunteers in our services improves the lives of the people we serve. We are committed to recruiting and supporting volunteers to ensure their contribution makes the biggest difference to the quality of the services we deliver.

The main focus of the Volunteer Coordinator role is to set the organisational infrastructure, systems and standards for recruiting and managing Volunteers across our services.

As Volunteer Coordinator, your key objectives will include:

- Developing central co-ordination of Volunteers
- Embedding Volunteers throughout the Compass organisation
- Setting up a Volunteer framework; to include recruitment, training, induction, ongoing support and retention
- Adhering to the Investing in Volunteers Standard (the recognised standard for Volunteers)
- Championing diverse, equality and inclusive in our recruitment practices

About Compass

Compass is a values-based organisation whose mission is to create healthier lives and safer communities. We provide health and wellbeing services for children, young people, adults, families and communities. Our services have supported thousands of people to make positive changes across all areas of their lives.

We are committed to safeguarding children, young people and vulnerable adults and all our employees should share our commitment.

Services overview

Our services respond to a wide range of people's physical and mental health needs, and lifestyle behaviours such as smoking, drugs and alcohol, sexual health, emotional health, healthy eating and healthy relationships.

Compass offers universal, targeted, specialist and bespoke services enabling us to understand peoples' needs and lived experiences. Our services run across the UK.

Team

The Universal Team and Services is led by Maggie Clarke, Assistant Director and Rich Thomas, Operations Manager leads the Specialist Team and Services. This role will report into Richard Thomas, Operations Manager. Administrative support is provided by the

Central Admin Team, Universal Services. All team members are required to work within their competency as a part of a whole team approach.

Key duties and responsibilities:

Creating a Volunteer framework

- Development of a Volunteer management policy
- Defining clear job roles and clear responsibilities
- Supervision and support
- Health & safety; to include a recovery network and boundary work, particularly for ex-service users
- Safeguarding
- Confidentiality
- IG / data protection
- Keeping schedules and records of Volunteers' work and expenses

Recruitment skills

- Adhering to Safer Recruitment
- Establishing Volunteer requirements across the services
- Recruiting, inducting and training Volunteers
- Maintaining live list of Volunteer opportunities and Volunteers
- Matching Volunteers to opportunities that suit their skills
- Keeping Volunteers informed
- Meticulous keeping of records
- Utilise interpersonal and negotiating skills
- Ensuring the comfort of Volunteers in their positions
- Frequent contact with Volunteers to address any potential issues or concerns

Adhering to recommendations and guidelines

- Ensuring all recommendations and guidelines for Volunteers are met (such as Investing in Volunteer Standards, NICE guidelines, Lampard enquiry recommendations)
- Using marketing tools, such as outreach programmes
- Preparing codes of conduct and procedures to uphold Compass' values

Working in partnership with key contacts

- Build effective working partnerships internally
- Adopt and maintain strong links with all subject matter experts across Compass

Maintaining high level of quality

- Persuade, motivate and support Volunteers

- Ensure Volunteers understand Compass' purpose and that this is conveyed through their work

Personal responsibilities

- Take responsibility for their own and other's health and safety in the working environment
- Comply with Compass policies and procedures, including sharing Compass commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults
- Ensure that a professional service and image is maintained at all times
- Ensure their actions support the equality, diversity, rights and responsibilities of individuals
- Promote and adhere to equality of opportunity and diversity within Compass

In addition to these functions the post holder is expected to:

Carry out other duties as may be reasonably expected in accordance with the responsibilities/competency level of the post.

PERSON SPECIFICATION

Qualifications, Experience and Knowledge:

ESSENTIAL

1) Qualifications

- A recognised professional qualification in social work, health, education or equivalent experience

2) Experience

- Recruiting, training, supervising and mentoring a diverse range of staff or volunteers who work with children and vulnerable young people
- Working in settings which deliver services to children and vulnerable young people
- Excellent facilitation skills
- Developing Policies and Procedures

3) Knowledge

- Demonstrable understanding of safeguarding issues and management of risk
- Diversity, Equality and Inclusion guidance and legislation
- IT literate and a good understanding of Microsoft packages
- Keeping Children Safer in Education and Safer Recruitment Practices
- Data Protection guidance and legislation

4) Personal

- Excellent communication skills
- Ability to handle sensitive and confidential information, maintaining discretion and confidentiality
- Enthusiastic to positively engage with a diverse range of people and projects
- Ability to work under pressure whilst managing conflicting priorities

DESIRABLE

1) Experience

- Previous work within a Health and Social Care Charity/Third Sector Organisation
- ILM Award and Certificate in Management of Volunteers
- Youth and Community work
- Using a Public Health approach to address the determinants of health

2) Knowledge

- An understanding of the issues facing the children, young people and families that use Compass' services
- Safer recruitment practices within volunteering
- Understanding of the volunteering landscape

- Understanding of relevant legislation around volunteers and best practice in volunteering

Key competencies / personal attributes:

We are looking for a motivated and engaging Volunteer Coordinator who is committed to recruiting Volunteers into our services, bringing new approaches to our delivery.

The post holder must demonstrate strengths in the following competency areas:

- **Interpersonal skills** – outstanding communication skills with the ability to adapt their approach accordingly
- **Autonomy** – self-starter, adept at managing workload and priorities effectively
- **Partnership working** – forge and maintain excellent internal working relationships
- **Team player** - work collaboratively to achieve common objectives
- **Adaptable** – show flexibility in your work to support the overall objectives

Compass values:

The post holder must demonstrate exemplary behaviour in all Compass values

- **Integrity:** An unstinting commitment to honesty and openness in all our activities
- **Valuing Each Individual:** Respecting the needs of each person and helping them gain greater control of their life
- **Being Solution Focused:** Responding quickly and flexibly to current and emerging needs
- **Consistent & Reliable Approach:** Always delivering on our commitments

Safeguarding:

The post holder must demonstrate and share our commitment to safeguarding

- Work proactively to safeguard and promote the welfare of children, young people and vulnerable adults. Due to the nature of our organisation, this post would be subject to an appropriate DBS check.