

VOLUNTEER COORDINATOR (Volunteer position offering a role for a minimum of 7 hours each week)

Role Description / Person Specification

Job Title	Volunteer Coordinator
Line Manager	Engagement Manager
Principal Relationships	Volunteers and Operational Team
Job Summary	<ul style="list-style-type: none"> • To support the coordination and delivery an efficient volunteer programme by involving volunteers in a range of health and social care related activities in support of the work of Healthwatch Blackpool (HWB) • To recruit, induct and support volunteers in a variety of roles across the service • Liaise with external organisations to promote HWB’s volunteering opportunities via a wide range of communication methods. • Co-ordinate collaborative activities and events with health and social care providers
Role and Principal Responsibilities	<ul style="list-style-type: none"> • Volunteer recruitment, induct and support • Work with the Engagement Manager to maintain and help to review and further develop the HWB Volunteer Strategy • Develop and maintain links with local community groups and other organisations and businesses in order to recruit volunteers • Match volunteers with suitable volunteering opportunities • Co-ordinate training for volunteers • Develop and maintain links with external training providers for the progression of volunteers • Ensure volunteers receive sufficient support and achieve their goals. • Develop good practice policies and procedures in volunteer management and ensure HWB volunteers are fully aware of these practices • Work with the Engagement Manager to develop new volunteering opportunities • Develop and maintain good working relationships and referral pathways with relevant organisations providing training and volunteering opportunities for volunteers. • Disseminate marketing materials to a wide range of audiences • Attend events, such as volunteer fairs and community events, to promote HWB’s volunteering programme • Organise recruitment events, such as workshops and talks, to promote HWB’s volunteering programme • Utilise local and regional networks and brokerage services to promote HWB’s volunteering opportunities. • Record, monitor and evaluate the impact of the HWB volunteering programme • Undertake associated administration duties

Person Specification	<ul style="list-style-type: none">• Good IT literacy – ability to use Microsoft Office programmes and Empowerments Human Resources database• Good standard of written and spoken English• Good standard of numerical skills• Administration skills and experience• Support the operational team by engaging in community and public engagement activities and events• High level organisational skills and experience• Proactive 'can-do' attitude• Commitment to organisational excellence• Discrete and able to maintain confidentiality• Capacity to work with a diverse range of people and organisations• Have the ability to champion the role and contribution of volunteers preferably with practical experience of volunteering in health and social care settings• Ability to work as part of a team by supporting colleagues and sharing knowledge and expertise• Ability to communicate effectively with people and maintain positive relationships• Professional in appearance• Flexible approach to working hours, which may on occasions include evening and weekends• Ideally have a current driving licence and access to own transport
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