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**Volunteer Coordinator Job Description**

Responsible to: Slynedales Centre Manager

Accountable to: Chief Executive Officer

Working Hours: 37½ hours

Salary: £25,000

Location: Lancaster or Kendal (on site) with travel throughout the North Lancs & South Cumbria areas

**About the role**

CancerCare is seeking a highly motivated person with a passion for managing a diverse team of volunteers. You will play a key role in recruiting, training and supporting new and existing volunteers and ensuring the team is inclusive, cohesive and well trained to support the incredible work that CancerCare does.

**Job Purpose**

Coordinate and provide overall line management and ongoing support for CancerCare’s team of volunteers.

In conjunction with your line manager proactively lead the recruitment, selection and retention of the volunteers.

Support and place the volunteers in a variety of appropriate roles across the organisation.

Be responsible for the onboarding and training of new volunteers and the on-going mandatory training of existing volunteers.

Retain an active team of volunteers to ensure there is enough support at each of CancerCare’s centres for events and to meet the needs of the clients.

Work with all departments within CancerCare and external stakeholders to engage, support and place volunteers in appropriate roles.

Liaise with our therapy team and coordinate our volunteer drivers in assisting our clients to attend their appointments.

Maintain good working relationships with our volunteers to help them feel included and valued.

**Principal Responsibilities**

Process and assess the suitability of volunteer applications by sifting, arranging interviews, requesting references and DBS checks where necessary.

Plan and support the volunteers through their onboarding process, ensuring new volunteers have completed their mandatory training and are introduced to staff and their work areas prior to commencing duties.

Match volunteers with suitable volunteering opportunities.

Liaise and provide a full handover with all relevant parties to ensure that health & safety checks and risk assessments are carried out by the appropriate teams prior to volunteers supporting us at each and every event.

Ensure a volunteer checklist is completed for all events.

Keep written and digital records in accordance with CancerCare’s GDPR policies and procedures.

Input and maintain accurate, up to date records of volunteers on the CRM and the duties to which they have been allocated.

Ensure all CancerCare’s policies and procedures are adhered to by volunteers, particularly in relation to confidentiality and money handling.

Coordinate and support volunteers for events and be the main liaison between volunteers and our internal teams such as the fundraising team.

Organise regular team meetings and training sessions in order to maintain good communication and to provide a forum to share concerns, experience and skills.

Monitor and review volunteer placements to ensure volunteers receive sufficient support and that their placements remain appropriate and relevant.

Deal promptly and professionally with all enquiries relating to volunteering.

Celebrate volunteer success by organising and coordinating specific volunteer appreciation events including the annual volunteer week celebrations for each centre.

Coordinate volunteers to provide cover on reception throughout all four centres as and when required. Liaise with your line manager or relevant centre administrator if cover is not available.

Allocate and oversee volunteers who will be responsible for the daily/weekly client appointment lists.

Identify and contact volunteer drivers by their preferred means to arrange transport for client appointments.

Travel across the geographical patch to maintain good relationships and check in with volunteers.

Manage and prioritise your own workloads to meet the needs of CancerCare.

Develop and maintain good working relationships by networking with relevant organisations who provide training and opportunities for volunteers.

Create a sense of teamwork and belonging by communicating with, and motivating, volunteers in person and through print and digital media.

**Other duties**

Attend regular staff meetings and other ad hoc meetings as required.

Maintain and improve your knowledge through continuous personal and professional development.

Regularly evaluate and produce meaningful reports to ensure there are enough volunteers to provide appropriate services at each centre.

In consultation with your line manager, identify new opportunities for volunteers and develop specific Role Descriptions.

Share knowledge and skills to enhance the professional development of all volunteers.

Consult with the Head of HR to manage any capability issues swiftly and professionally.

Complete and keep all your mandatory training up to date.

Promote the benefits and opportunities of volunteering with our charity, both within CancerCare and externally.

**General**

Promote the aims, vision and values of CancerCare and safeguard its good name and reputation at every opportunity.

Encourage the community, donors and clients to be aware of the full extent of CancerCare’s services.

To carry out the duties of the post in accordance with the charity’s policies and procedures.

Flexible approach to work patterns with hours to suit the needs of the role. Occasional evening and weekend work may be required.

To undertake any other appropriate duties for the effective operation of CancerCare as may be required from time to time by the Executive Leadership Team