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| **VOLUNTEER COORDINATOR** |
| **Criteria** | **Essential** | **Desirable** | **How identified** |
| **Qualifications and training** | * Educated to A Level standard or equivalent qualifications, or relevant experience in a similar role
 | * Evidence of continuous personal and professional development
 | Application  |
| **Knowledge and experience** | * Understanding of the values and ethos of volunteering
* Experience of understanding of recruiting, interviewing and placing volunteers
* Experience of managing volunteers
 | * Knowledge and understanding of the bereavement and cancer journey, and support services
 | Application Interview  |
| **Skills and abilities** | * Approachable and an excellent communicator with good interpersonal skills and the ability to build relationships with volunteers, staff, therapists and outside agencies
* Ability to listen and understand people’s needs
* Ability to process data and relevant documentation appropriately
* Strong self-motivation and the ability to work on personal initiative.
* Ability to organise and manage workload and achieve deadlines.
* IT literate- use of Office 365 including Teams
* Adept with databases
* Ability to support volunteers in their specific roles
* Ability to manage potential conflict and challenges calmly and confidently
 | * Empathy with cancer patients and their families, and those who have been bereaved.
* Monitoring and evaluation of services and ability to run reports and present data
* Analytical and problem-solving skills
* Leadership skills
 | Application Interview  |
| **Attitudes and values** | * Committed to the principles of equal opportunities
* Committed to CancerCare’s vision & values
* Non-judgemental attitude
* A flexible and positive work ethic
* Commitment to personal development
 | * Knowledge of CancerCare’s aims and objectives
 | Application Interview  |
| **Others** | * Ability to travel throughout North Lancs and South Cumbria areas including Lancaster, Morecambe, Barrow and Kendal.
* Flexible approach to working patterns which may include occasional evening and weekend work.
 |  | ApplicationInterview  |