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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. |  | Application  Interview |