

CARER SUPPORT CARLISLE & EDEN
The Office, Mardale Road, Penrith Cumbria CA11 9EH



- Job Title:** Volunteer Services Coordinator
- Accountable to:** Chief Officer
- Hours:** 18.5 Hours per week (worked over 3 days)
- Salary:** £12,241 (actual) per annum + pension contributions
- Holiday:** 26 days; 3 to be used at Christmas shutdown + Bank Holidays, with 1 extra day per years' service, up to 5 in total.
- Location:** Based at Carer Support Carlisle & Eden Offices, travel throughout Carlisle.
- Our Vision:** Enhancing lives by delivering an effective and flexible service by a passionate and professional team empowering Carers through a needs led and creative approach.



Purpose of Role:

To develop our volunteer services by recruiting, training and supporting volunteers. To manage volunteers in their various Carer Support roles including social hubs, respite sitting service, administrative support and Young Carer activities and trips. To ensure documentation relating to volunteers is kept up-to-date.

General Skills Requirements

- Ability to communicate effectively at all levels
- Self-motivated and highly organised
- Ability to work on own initiative ensuring compliance with the framework of policy and procedure of Carer Support Carlisle & Eden
- Demonstrates knowledge and understanding of all process and procedure applicable to the role
- Knowledge of all relevant legislation
- Emotional resilience
- Positive Attitude
- Demonstrates the CARE philosophy in all aspects of the role
- Keeping records of individual learning and development

Specific responsibilities

- Generating appropriate volunteering opportunities and role descriptions based on the needs of the organisation;
- Raising awareness of the role and the function of volunteers;
- Ensuring there is appropriate support and training for volunteers;
- Promoting volunteering (internally and externally) through recruitment, publicity strategies, social media and campaigns;
- Interviewing and recruiting volunteers and ensuring they are appropriately matched and trained for a position;
- Organising rotas and providing inductions and training;
- Monitoring, supporting, motivating and accrediting volunteers and their work;
-
- Maintaining records of volunteers' activities on the company database
- Conduct volunteers' annual reviews
- Conducting assessments in Carers homes for services delivered by volunteers

Charity Registration Number 1101719. Company Registration Number 4929903.
Registered in England and Wales.

- Celebrating volunteering by nominating volunteers for awards and organising celebration events;
- Offering advice and information to volunteers and external organisations through face-to-face, telephone and email contact;
- Organising profile-raising events to attract new volunteers;
- Attending committees and partnership meetings;
- Giving informational talks to groups / organisations on the work of Carer Support Carlisle & Eden and the unpaid Carers we support
- Complying with current data protection legislation (GDPR);
- Managing budgets and resources, including the reimbursement of expenses;
- Keeping up to date with legislation and policy related to volunteering and making any necessary modifications to accommodate changes;
- Working with multiple agencies across different sectors in order to establish good working relationships to influence decisions about volunteering;
- To attend relevant training and volunteering networking events, as required
- Have an awareness of social media and be willing to work with other staff to use it to promote volunteering and events.

GENERAL:

The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility. The post holder must be flexible to ensure the operational needs of Carer Support Carlisle & Eden service are met. This includes the undertaking of duties of a similar nature and responsibility as and when required, which may very occasionally require delivering an evening or weekend talk.

**Volunteer Coordinator
Person Specification**

	Essential	Desirable
Qualifications/ Education	<ul style="list-style-type: none"> • Good general education including numeracy, literacy and computer skills. • Knowledge and experience in the tenets of traditional marketing. 	<ul style="list-style-type: none"> • Degree in relevant subject
Knowledge	<ul style="list-style-type: none"> • Demonstrate understanding of social trends and their implications for carers and service provision • Safeguarding and promoting the welfare of children, young people and/or vulnerable adults • The needs of Carers • How to work with volunteers • Have an awareness of social media and be willing to work with other staff to use it to promote volunteering and events. 	<ul style="list-style-type: none"> • Work of Carers Associations • Work of Social Services in relation to Carers and Cared-for. • Welfare Benefits • National Care Standards • Safeguarding • Equality and diversity • Health and Safety
Experience	<ul style="list-style-type: none"> • Successful project development • Working with people from diverse backgrounds • Resource management • Partnership working with a range of organisations • Staff and/or volunteer supervision and support 	<ul style="list-style-type: none"> • Work with carers • Health or social care • Recruitment, supporting and training volunteers
Abilities and skills	<ul style="list-style-type: none"> • Innovative and proven ability to use initiative • A commitment to equal opportunities, and a sensitivity to the needs of carers from diverse backgrounds • Understanding of GDPR • Reflective: able to adapt practice continually in response to experience • Flexible, organised and able to manage own workload • Willingness to undertake appropriately identified training • A team player with the confidence to take the lead and guide other employees when necessary • A sensitive and effective communicator, at all levels, both verbally and in writing • A confident presenter of information • Ability to work effectively in a team • Ability to establish professional, effective working relationships with a range of partners/colleagues • IT – using MS Office systems, email and the Internet, and being able to pick up new packages quickly • Undertaking monitoring & evaluation 	
Other	<ul style="list-style-type: none"> • Clean driving licence with access to a car as work is based across a rural area • Ability to work evenings and weekends as needed • Subject to Enhanced DBS check 	