

JOB DESCRIPTION/PERSON SPECIFICATION

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| Job title | Volunteer Coordinator |
| Reports to | Director of Volunteering |

Job purpose

Responsible for the recruitment, selection and training of adult volunteers, with a focus on corporate volunteers and those in specialist roles, to support young people with serious illness in a residential camp environment. The post holder will attend residential camps to support volunteers in their roles as well as developing strategies for engagement, recognition and retention.

Duties and responsibilities

- Contribute to an eclectic volunteer recruitment strategy
- Identify opportunities and potential partnerships within a range of settings to increase volunteer applications
- Identify and build strong, long term relationships with universities and other potential volunteer recruitment partners and stakeholders.
- Identify and capitalise on opportunities throughout the UK, promoting, marketing and advertising the services provided by Over The Wall.
- Work consistently to targets and ensure work is delivered in a timely and appropriate manner, producing progress reports as necessary.
- Contribute to the development systems and processes to support volunteer recruitment
- Assess and process volunteer applications, references and back ground checks inline with the principles of Safer Recruitment.
- Maintain an awareness of safeguarding policy and practice, in order to ensure the safety of service users.
- Maintain Over The Wall's recording and data systems to ensure these are accurate and up to date at all times.
- Facilitate volunteer recruitment selection activities across the UK.
- Work with the Development Team to identify and support opportunities for corporate volunteer engagement.
- Work with the Nursing and Wellbeing Teams to develop a recruitment plan for specialist roles.
- Lead on the development and delivery of high quality volunteer training, including elearning and accreditation.
- Regularly attend residential camps to support volunteers in the camp environment and provide support to the wider camp team. Camps are in various locations throughout the UK and last between 4 and 12 days.
- Design and implement systems which evaluate the volunteer experience to ensure a culture of continuous improvement.
- Manage conflict and complex volunteer issues, including complaints, health, behaviour and safeguarding.
- Lead on the development of a volunteer alumni.
- Lead on a strategy for volunteer retention and recognition.
- Any other reasonable duties as deemed appropriate by the CEO

Person specification/qualifications

Skills and Experience

Essential

- Experience in leading successful projects
- Excellent communicator; both verbally and in writing
- Excellent organisational, prioritising and workload management skills
- Experience of working with a diverse range of people
- Flexible with a creative approach
- Experience of working independently and effective time management
- Experience of delivering training to, and working with adults in complex environments
- Experience of working in a goal orientated environment
- Proficient use of email and Microsoft Office suite
- Good presentation skills
- Good customer service ethos
- Enthusiastic with a sense of fun
- Hold a current driving license
- Ability to travel and attend residential camps throughout the UK

Desirable

- Experience and/ or training in the practice of Safer Recruitment and appropriate safeguarding.
- Experience of working in a residential camp environment
- Experience of producing statistics and reports
- Experience of working with corporate partners

Working conditions

Based at the Head Office in Havant, Hampshire; working at other locations when necessary, with frequent travel (local and long distances). There will be a requirement of evening and weekend work, and overnight stays.

Physical requirements

Over The Wall Camps are busy and active environments, which require extended periods of physical activity. When required to attend Camp, there may be instances where assistance is needed to set up activities, support the volunteers and camp programme.

Direct reports

None

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| JD/PS Prepared by: | Zoe Grant, Director of Volunteering |
| Approved by & date: | Zoe Grant 11/09/2018 |

