

JOB DESCRIPTION

Post Title:	Volunteer Coordinator
Responsible to:	Centre Coordinator
Responsible for:	Management of Volunteers
Location:	Shama Women's Centre, Leicester
Hours:	10 hours a week
Salary:	£12 per hour
Term:	Contract (Ends April 2019)

Main Purpose of the Job:

To co-ordinate and manage activities of volunteers and befrienders to support bereaved black minority ethnic women (BME) and their families. This role will form an integral part of a 3 year project aimed at black minority women and their families who are suffering from the trauma of bereavement of a loved one taking them from 'Bereavement to Achievement', which has been funded by the National Lottery through the Big Lottery Fund.

The successful applicant will be required to complete an induction and tailored training programme and make a 3 year commitment to manage volunteers to support bereaved BME women and their families as part of the Bereavement to Achievement Project.

Key Tasks and Responsibilities:

Provide a customer focused service, which is **confidential, convenient for all clients to access with up to date, comprehensive and impartial information**. Impartial advice and guidance to current and potential volunteers and other stakeholders.

Management

- Co-ordinate and manage activities of volunteers and befrienders.
- Assist in the recruitment, training and development of volunteers
- Match befrienders with the cultural needs of Bereaved BME women and their families
- Identify placements for volunteers..
- Develop good practice and policies, procedures for managing volunteers
- Manage volunteer expenses within agreed limits
- Develop and maintain good working relationships and partnerships including referral pathways for bereaved BME women and their families for bereavement counselling support.

- Inform the development of marketing materials in accessible formats to promote the programme to bereaved BME women and their families.
- Promote volunteering opportunities through outreach to range of BME groups and other stakeholders, through workshops.
- Develop befriending networks in the BME community that are responsive to the needs of bereaved BME women.
- Member of the Project Team, to develop, deliver and evaluate the programme; providing monitoring data on service users to inform continuous improvement and post project evaluation.

Record Keeping and Monitoring

- Providing statistics and quality data to Coordinator for monitoring the project.
- Contribute to the evaluation of the project, by completing all requirements relating to data collection including statistics and qualitative outcomes.
- Manage volunteer times, expenses within agreed limits.

Other Areas

- Ensure best practice and standards relating to professional bodies are implemented and are maintained by keeping abreast of changes.
- Attendance of team and project meetings and a commitment to in service training when required.
- Post holder to have a flexible approach to the work including possible evening and week-end work.
- Other reasonable duties may be carried out by the job holder from time to time as requested by management.

Health & Safety

- To ensure that the Health & Safety standards are met in accordance with the policies and guidance set by the Management Committee.
- Ensure personal, staff safety whilst on the premises; informing Management of any issues comprising this as outlined in the policy.
- To inform the managers of the needs to make improvements in the Health & Safety aspects where necessary.

Equality and Diversity

- Ensure Shama Women's Centre Equality and Diversity policy is implemented in all areas of work.

Safeguarding

- Ensure Shama's safeguarding policy is implemented and volunteers are informed of any changes.

Continuing Professional Development

- Staff induction and training programme.
- Participate in additional training to update skills programme as required
- Participation of befriending training with Counselling Professionals.
- Attend annual appraisals with Line Manager
- Contribute towards the achievement of targets and outputs as specified in Shama Women's Centre's Business Plan.

This job description is not definitive or exhaustive. It may be reviewed in the light of changing circumstances and does not form part of the contract of employment.

