



## Volunteer Coordinator (Part-time)

### JOB DESCRIPTION

- JOB TITLE:** Volunteer Coordinator (Part-time)
- JOB PURPOSE:** To enable Headway Surrey to maintain and look after a range of volunteers and recruit new volunteers.
- There are currently approximately 20-30 volunteers. Volunteer roles including centre helpers, event coordinator, event helpers, fundraiser helpers, board games players, quiz master, befrienders, cleaner, gardener, office admin, marketing support, PR, social media, website maintenance and trusteeship.
- Includes maintaining a spreadsheet of carers and families, so that they can be invited to the monthly support lunches, with a view to encourage volunteering and support.
- HOURS OF WORK:** 10-15 hours a week, flexible between the hours of 8am and 6pm. Limited hours working from home to liaise with volunteers in the evening/weekend.
- SALARY:** £18,200 pa (equates to £10 per hour)
- HOLIDAY:** Pro rata 25 days, plus pro rata bank holidays
- BASED:** New Headway House, 21 North Road, Stoughton, Guildford, Surrey GU2 9PU (or as directed by CEO).
- RESPONSIBLE TO:** Services Coordinator
- RESPONSIBILITIES:**
- To be the main point of contact for volunteers and liaison with staff.
  - To advertise volunteer vacancies.
  - To liaise and update local volunteer bureau on vacancies.
  - To liaise with social media volunteer to advertise vacancies.
  - To post vacancies on [www.nextdoor.com](http://www.nextdoor.com)
  - To attend occasional local volunteer related recruitment events.
  - To meet and interview volunteers either solely and/or with another member of staff, or delegate to another staff member depending on the role.

To carry out DBS checks and renew. Keep accurate DBS records.

To seek references for volunteers.

To maintain accurate volunteer records and follow GDPR regs.

To welcome and introduce new volunteers to the centre on their first day or to arrange for another member of staff to do so.

To ensure volunteers have the skills and instruction for the role they are doing or delegate to another staff member. To adjust roles or arrange extra training as necessary, eg. brain injury awareness from Services Coordinator.

Carry out 1:1 volunteer updates, to ensure volunteers are happy and feeling valued.

Ensure monitoring and recording of volunteer hours, to produce a monthly total of hours for Trustees.

To work with other members of staff to create new opportunities or adapt existing ones.

To annually review and update volunteering policies, procedures and volunteer handbook with CEO.

To attend weekly staff meetings (and/or read minutes).

To create volunteer rotas for all events and to liaise with volunteers to attend as agreed.

To risk assess events and complete relevant form, in conjunction with CEO.

Maintain spreadsheet of carers and families, so that they can be invited to the monthly support lunches, with a view to encourage them into volunteering

To invite volunteers, carers and family to a Summer Get Together and client summer outings.

To invite volunteers, carers and family to join the Carers, Family and Volunteers Christmas Lunch.

To carry out volunteer Exit Interview, to help improve services.

To hold a current full driving license and have access to a car to attend events if necessary.

## **OTHER TASKS**

To bring any problems to the immediate attention of the Services Coordinator.

To carry out any other admin tasks as directed by the Services Coordinator, associated with the role.

Attendance at Summer Party, Christmas Lunch and client summer outing.

To attend occasional special Headway UK brain injury training workshops at the centre.