



JOB TITLE:	Volunteer Coordinator
HOURS:	Part-time: 28 hours per week Monday to Thursday (this may include some Saturdays)
RESPONSIBLE TO:	Women Services Director – with dotted reporting lines to service leads (Family; Training & Youth Services)
RESPONSIBLE FOR:	Volunteers; Interns; & Work Placement Students

## ENVIRONMENT

The Baytree Centre is a women's social inclusion project based in the heart of Brixton, working to support local women and girls in Lambeth through positive activities; skills development; academic support and character education.

We are looking for staff that will be able to engage with our beneficiaries and inspire them to achieve goals they hadn't dreamt of by raising their horizons and motivation.

While our clients' learning is central to what goes on at the Centre, we also believe in inspirational staff. What we do, how we behave, what we teach and how we teach it, are all fundamental to ensuring that our students learn and learn well.

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## JOB PURPOSE

The Volunteer Coordinator is responsible for ensuring sufficient and appropriate volunteers are recruited to meet the specific needs of each service and the Centre as a whole. Ensuring all volunteers receive induction in line with the Centre's Safer Recruitment policy; Safeguarding Policy and Equality & Diversity Policy and that all volunteers understand and appreciate Baytree's unique ethos. Ensure volunteers are matched effectively to role descriptions and that they know when, where and what they are delivering. Ensuring all volunteers are supported and provided with the resources and training required to fulfill the role.



## MAIN DUTIES & RESPONSIBILITIES

### Service Delivery

- Developing, planning, implementing and managing a volunteer recruitment strategy to recruit volunteers in line with role descriptions developed in conjunction with specific service leads to meet the needs of the service and the clients.
- Ensuring an effective, thorough and timely induction is in place for all volunteers that meets the Centre's legal obligations as well as a clear explanation of the Centre's ethos and project deliverables
- Ensure rigorous and up-to-date records are maintained at all times
- Liaising with external partners and service leads to develop a training programme, in line with volunteer's and service's needs and requirements.
- Supporting and appraising volunteers on an ongoing basis in conjunction with other service team members

### Outreach & Marketing

- Working closely with the Development Director to develop and implement a corporate volunteering strategy
- Liaising and working collaboratively with other volunteering agencies to create strong and more formal partnership arrangements
- Actively promoting The Baytree Volunteer Service through representation at all relevant college/university recruitment fairs as well as the development of marketing materials for use on-line; off-line; social media etc in order to recruit volunteers and promote the Centre's services

### Evaluation & Monitoring

- Working with the Mentor Coordinator & service leads ensure that work and performance targets are monitored, recorded and evaluated in line with relevant funder and strategic requirements through the coordination and completion of data input onto VIEWS the Centre's Monitoring & Evaluation platform in relation to Volunteers
- Promote and conduct regular volunteer led focus groups & surveys to identify training needs and to provide case studies and evidence of the value of the volunteering service

### Co-Production

- Working with the other Youth team members, community groups and partners to ensure that relevant and responsive volunteer/work experience/internship opportunities are offered to young people across the age spectrum.



### Collaborative Man Management

- Supporting the service teams in the channeling, selection and implementation of ideas from the volunteers, interns and people on work placements to ensure that Baytree's services are innovative and fit for purpose
  - Working collegiately with the service teams to facilitate training of a cohesive and innovative team of Volunteers
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### KEY CANDIDATE ATTRIBUTES

- Excellent communication skills
- Strong interpersonal skills and the ability to deal with a diverse range of people
- Experience of managing or coordinating projects and volunteers
- An empathy with volunteers and an understanding of their needs
- The capacity to inspire and motivate others
- The ability to deal with information in a confidential manner and respond with sensitivity
- Good organisational skills and the ability to manage a variety of tasks
- Administrative and IT skills, and an ability to maintain records and produce clear written and oral reports
- A flexible and non-judgemental approach to people and work
- Excellent attention to detail, ability to listen to, understand and follow instructions

### PERSON SPECIFICATION

- Experience of coordinating volunteer activities, programmes, workshops
- Experience of working on community-focused projects and developing strategic outcomes
- Experience of monitoring and evaluation impact of projects and programmes
- Excellent organization and time management skills
- Computer literate, with excellent written and oral communication skills.
- Ability to work as a member of a team but also use own initiative.
- Willingness to develop skills and keen to learn more about mentoring & befriending and volunteer management
- Knowledge of Spanish desirable



## STANDARDS AND QUALITY ASSURANCE

- Ensure that the Matrix Standard is embedded in the service
- Adhere to all Baytree Policies
- Encourage best practice and support of procedures to protect children, young people & vulnerable adults
- Be proactive in matters relating to safeguarding and health and safety
- Set a good example in terms of dress, punctuality and attendance.
- Attend team and staff meetings.
- Undertake professional duties that may be reasonably assigned by your Line Manager.
- Willingness to submit application for enhanced DBS check
- Willingness to support the aims and ethos of the Baytree Centre.
- Participate in termly INSET days comprising various strands: philosophical, theological and educational.
- Commitment to equal opportunities for all and to own continued development

Due to the nature of the work this role is open to female applicants only Equality Act 2010 : Schedule 9 : Occupational Requirements