

Volunteer Coordinator

Job Description & Person Specification

Job Title	Volunteer Coordinator– Cardiff & Vale
Location	This post will require working in the Vale of Glamorgan and Cardiff each week. The exact working arrangements will fluctuate.
Job Summary	To manage and coordinate the Recovery Cymru volunteering programme, both in-house and outreach across Cardiff & The Vale
Responsible To	Project Lead
Pay Rate	£23,111 per annum pro rata
Term of Contract	This post is a fixed term contract (subject to DBS check) to 31 st August 2020 (subject to funding reviews).
Hours	37.5 hours per week. You will be required to work some evenings and weekends on a rota basis.
Leave	The current annual leave entitlement is 25 days per annum, plus statutory holidays. The leave year runs from 1 st April to 31 st March.
Pension	Recovery Cymru offers a 5% contribution pension scheme subject to 3% employee contributions. This is reviewed annually and is subject to change without notice.
Probationary Period	All new employees are required to serve a probationary period of 6 months. During this period, notice of termination by either party will be one week.
DBS	The post is subject to a Full Enhanced DBS check. Recovery Cymru is an equal opportunities employer and criminal convictions will not necessarily preclude you from this post.
Additional information	<p>Although Recovery Cymru welcomes applications from all qualified sections of the community, we would particularly welcome applications from people with lived experience of personal or family recovery and / or the recovery community.</p> <p>Recovery Cymru is a fast growing self-help, mutual-aid recovery community for people overcoming drug, alcohol and associated problems in Cardiff and the Vale of Glamorgan.</p> <p>All Recovery Cymru Post-holders will be required to assist in the day to day running of the recovery centres and offer member and volunteer support</p>

Responsibilities:

All main duties are undertaken under guidance from the Project Lead. The post-holder will work collaboratively with other staff, members and volunteers.

This is a comprehensive (although not exhaustive) list of responsibilities associated with the lifetime of the role and not a list of concurrent tasks. This list is subject to change.

In consultation with the post holder this job description is liable to variation by Recovery Cymru to reflect actual, contemplated, or approved changes in or to the job. This will not conflict with the person specification or required skills.

Specific Responsibilities

- To be responsible for managing and coordinating the volunteer programmes both in-house and outreach across Cardiff & The Vale of Glamorgan (presently 30 volunteers)
- To develop and deliver training programmes
- To develop partnerships with relevant organisations and companies to increase and sustain the effectiveness of the volunteer outreach programme
- To be responsible for the recruitment, selection, induction and training of volunteers including DBS checks
- To develop links with local employers, information and advice agencies and the wider third sector.
- To administer the Tempo Time Credit scheme
- To undertake regular review and supervision with volunteers
- To coordinate peer supervision and other volunteer support mechanisms
- Produce volunteer reports, case studies and statistics as requested by the Director, Board of Trustees and relevant funders
- Effectively communicate information, both verbally and written to volunteers, members, Director and other interested parties
- Undertake awareness-raising and promotional activities to effectively publicise and promote the volunteer programme to a diverse audience
- Implement, monitor and evaluate all volunteer activities
- Develop and promote volunteering opportunities within an anti-discriminatory framework
- Support the general day-to-day running of RC
- Organise volunteer events such as away days and volunteer celebrations
- Facilitate a weekly volunteer development group to support and develop volunteers
- Coordinate volunteers for outreach events
- Coordinate weekly volunteer rotas across both centres

General Responsibilities

- To deliver structured self-help; peer-based psychosocial programmes and mutual-aid programmes
- To deliver Recovery Coaching (training provided)
- To deliver Telephone Recovery Support (training provided)
- To contribute to excellent partnership relationships and working practices
- To ensure that the Recovery Cymru philosophy is centrally embedded in your practice
- To undertake reflective practice and participate in peer and group supervision
- To be responsible for dealing sensitively with the range of complex and challenging issues members and volunteers may present.
- To ensure that all participants are safeguarded and that good, safe practice is followed in all project activities and to contribute to HR processes.
- To ensure the confidentiality of all records
- Such other duties as may from time to time be reasonably required

Person Specification:

Applications are sought from all suitably qualified sections of the community but are particularly welcome from people with lived experience of personal or family recovery and / or the recovery community.

Essential:

- Demonstrable understanding and commitment to recovery
- Demonstrable experience in working (paid or unpaid) in the substance misuse field or a similar environment
- Demonstrable experience of co-ordinating/managing volunteers
- Ability to plan, deliver and control multiple projects running in parallel
- Experience of managing individuals concerns and conflicts to a satisfactory resolution
- Good knowledge and understanding of the motivational, support and training needs of volunteers
- Excellent interpersonal skills able to build relationships and work collaboratively with a wide range of individuals and groups.
- Ability to analyse, report and communicate information to a variety of audiences by a range of methods including face to face, telephone, reports, letters and emails.
- Ability to maintain records and provide information for monitoring and outcomes

- An open, positive and non-judgemental attitude and the ability to work in a non-discriminatory framework
- Highly organised with ability to prioritise, plan and deliver work within agreed timeframes and to a high standard
- Highly competent in the use of Microsoft Office specifically Microsoft Word, Excel and Outlook.
- Understanding of and ability to maintain confidentiality

Desirable:

- Relevant qualification(s)
- Experience of database systems
- Experience of delivering formal training programmes
- Full driving license and access to a vehicle
- Experience of monitoring and evaluating a project

Information on how to complete the application form:

You must be able to demonstrate that you can fulfil each of the essentials listed above. You may use additional paper. Duplicating the specification statements is insufficient. You may refer to any experience – paid, voluntary and personal – to demonstrate how you fulfil the requirements. CV's in lieu of completed application forms will NOT be accepted. You may submit a current CV in support of your application form.