

Post: VOLUNTEER COORDINATOR

Main Purpose: As part of the team you will work closely with Families First (FF) senior management team to take the lead on all volunteer recruitment and retention processes. This will ensure volunteers receive an excellent experience whilst volunteering with Families First. Duties will include recruitment, induction, training, managing confidential records, networking and supporting the Trustees with Friends of Families First. To operate within a legal framework and the policy and objectives of Families First.

Salary Scale: FF Scale FF4, points 1-6, £20,798 - £23,761 pro rata 22 hrs per week; working pattern to be negotiated.

Accountable to: FF Manager

Line Management of: Volunteers

Key Tasks:

1. **Volunteer recruitment – take forward recruitment drives and initiatives to ensure we have enough volunteers to deliver services and uphold the governance tasks of Families First.**
 - 1.1 Organise recruitment drives in the Autumn and Spring of each year to recruit approximately 30 volunteers per annum.
 - 1.2 Explore opportunities to recruit volunteers who may not naturally volunteer, so they can improve their own personal circumstances and develop new skills. Looking at potential candidates who may be isolated or declare protected characteristics
 - 1.3 Support the Office Manager to prepare and maintain volunteer personnel files and all associated tasks in terms of Families First recruitment and retention.
 - 1.4 Support the Office Manager to ensure all applications, references, PVGs and interviews are carried out and recorded in volunteer personnel files.
 - 1.5 Network locally to meet other organisations and deliver presentations in the community to enable recruitment of skilled, confident and unskilled volunteers who will complement Families First services and business.

2. **Volunteer training – deliver, in partnership with colleagues and external agencies, a comprehensive induction and ongoing training programme to ensure volunteers are fully equipped to meet the needs of our service users and further develop in their volunteering role.**
 - 2.1 Prepare the annual recruitment and induction training programme.
 - 2.2 Liaise with colleagues for best possible training dates so they can co-deliver induction training where required.
 - 2.3 Help candidates to decide what Families First volunteering role would suit them best.
 - 2.4 Ensure all candidates complete a full induction training before they commence their role.

3. **Volunteer retention – provide ongoing training, support, communications, recognition and social events to ensure our volunteers remain committed and loyal members of the Families First team.**
 - 3.1 Identify suitable training opportunities for ongoing training and circulate internal and external training opportunities to all volunteers.
 - 3.2 Organise a celebration at the end of each training cohort to present certificates.
 - 3.3 Organise volunteer social events where their contribution can be recognised.

- 3.4 Prepare briefing statements, when appropriate, so that coordinators can inform volunteers of any news/updates that may have importance to their role.
- 3.5 Ensure all young volunteers are registered with the Saltire Awards scheme.

4. Volunteer line management – in liaison with Families First Senior Management Team provide and ensure volunteers receive formal and informal support and supervision throughout the year and accurate records of formal meetings are kept.

- 4.1 Ensure volunteers are appropriately supervised and supported in their role.
- 4.2 Arrange and provide formal Support and Supervision sessions to take place on a 6-monthly basis.
- 4.3 Ensure all volunteer hours are recorded.
- 4.4 Ensure all volunteers have ongoing opportunities for CPD.

5. Fundraising

- 5.1 Coordinate volunteers to help with local fundraising initiatives and assist Families First Trustees to take forward Friends of Families First proposals.

6. Administrative tasks

- 6.1 Ensure that all activity data is recorded to provide feedback to our stakeholders.
- 6.2 Attend to day-to-day administrative tasks.
- 6.3 Work in partnership with colleagues and external organisations to develop an appropriate volunteer handbook.

7. Personal development and team work

- 7.1 Actively engage in personal development opportunities.
- 7.2 Network with appropriate forums to support volunteers and your role.
- 7.3 Actively work with your colleagues to improve organisational capacity and support them to carry out their role.

8. To be aware of Families First culture, Child and Adult Protection procedures and to operate within them at all times.

Families First exists to respond to the needs of children and their families in our community and many of the tasks and responsibilities can be unpredictable and varied. It is, therefore, expected that all staff will work in a flexible manner when required, undertaking tasks that have not been specifically covered in their job description, to support their colleagues and Families First.