



HARROGATE HOMELESS PROJECT

JOB DESCRIPTION

Job Title: Volunteer Coordinator
Reporting to: Fundraising and Marketing Manager

Purpose of the role:

The role will play a key part in Harrogate Homeless Projects' future growth plans, overseeing all aspects of the volunteer program within the organisation and ensuring that volunteers are effectively recruited, managed and recognised for their contribution.

This role will work with HHP's Management Team to develop opportunities for all areas within the Charity. Regular activities will include, developing recruitment campaigns to promote volunteering with HHP, ensuring all volunteers receive an induction and appropriate training, and identifying specific skills volunteers have developed and matching these to suitable volunteer opportunities to maximise the benefits for HHP and the volunteer.

There will be a particular focus on fundraising within this role, working closely with the Fundraising and Marketing Manager to actively build relationships with local businesses and organisations. Focusing in particular on promoting corporate volunteering and maximizing all support to help identify any potential fundraising opportunities for the Charity.

General responsibilities

- Liaise closely with all departmental heads to identify potential volunteer opportunities.
- Recruitment of all new volunteers to HHP through a variety of methods.
- Overseeing the training and induction to include all external volunteers have a current DBS check.
- Record supporter/volunteer details on the database.
- Ensure storage of personal information is compliant with current regulations.
- Provide a monthly report showing recruitment activities including induction, training and hours of volunteering.
- Obtain feedback from volunteers and/or employers on the volunteer experience and use the feedback to improve the volunteer/supporter journey.
- Build relationships with local corporate organisations to promote volunteering opportunities and recruit volunteers.
- Be responsible for all corporate volunteers through the entire volunteer cycle.
- Identify potential fundraising opportunities to be discussed with the Fundraising and Marketing Manager.
- Develop, maintain and update as required a 'Volunteer Presentation' which can be used to support volunteer recruitment activities in corporate organisations.
- Work with external organisations to identify volunteering/development opportunities.
- Match specific skills that volunteers have developed to suitable volunteer opportunities.
- Attend courses and conferences and seek to gain any necessary qualifications, which are relevant to the work and as, approved by the Fundraising and Marketing Manager.



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The tasks and responsibilities listed above are not exhaustive and maybe amended according to the needs of the Charity. The Volunteer Coordinator is expected to work flexibly in responding to external and internal initiatives to support the needs of the Charity.

Safeguarding Responsibilities:

- Enforcing the company's safeguarding policy.
- Being alert to and recognising welfare issues, being sure to challenge poor practice.
- Sharing appropriate information with relevant people.
- Ensuring that all staff having contact with vulnerable adults and/or their families have received appropriate training on safeguarding issues.

Charity Wide Responsibilities:

- To understand and implement working practices set by the Safeguarding Adults and Children Board.
- To understand and implement working standards set by the domestic violence and abuse quality mark documentation.
- Due to the nature of the role and the workplace, the post holder must be over 18 years of age.
- Attend training courses and conferences in order to maintain personal development as agreed with the Fundraising and Marketing Manager.

Person Specification:

Essential Charity Wide:

- DBS Cleared
- Safeguarding training
- Flexible attitude towards working arrangements
- Professional attitude and approach

Essential Job Role Specific:

- Ability to motivate staff and volunteers
- Ability to work across boundaries with an open and positive attitude
- Ability to represent HHP externally
- Ability to engage and build positive working relationships with local business organisations
- Flexible approach in responding to changing work demands
- Ability to communicate at all levels
- Good IT skills
- Professional and approachable personality
- Resilient and able to handle difficult situations
- Coaching skills
- Mentoring skills

Desirable:

- Experience of working with volunteers/or having been a volunteer would be an advantage
- Relevant professional qualification is an advantage
- Experience in working in the third sector is an advantage
- Commercial experience or an understanding of the commercial world would helpful