



Job Specification - Volunteer Co-Ordinator

Please submit your CV giving relevant experience to Hello@mool.scot by 1st August 2024

Project Title: Volunteer Coordinator

Reporting to: Operations Manager

Hours and Duration: Average 7 hours (one day) a week – some flexibility according to requirement

Core Role

The chief responsibility of the volunteer co-ordinator is to manage MOOL's team of volunteers and their relationships with employees, trustees and service users.

This will include meeting our needs through the engagement and onboarding and monitoring activity of all our volunteers. Assessing outcomes against need and recognising the great work that all our volunteers do.

Governance

- To provide Operations Manager and the Board of Trustees on Volunteer Activities undertaken and in progress.
- Manage and maintain register of volunteers and activities they undertake including risk assessments and ensuring they are aware of all volunteer policies and procedures, including risk assessments
- To ensure there is appropriate support and training for volunteers

Key Responsibilities

- To promote volunteering through recruitment and publicity strategies and campaigns
- To interview and recruit volunteers and ensure they are appropriately matched and trained for a position based on need and priority.
- Onboard and build register of volunteers and activities they undertake
- To provide inductions and training and monitor, support and motivate volunteers
- To celebrate volunteering by nominating volunteers for awards and organise celebration events
- To offer advice and information to volunteers and external organisations through face-to-face, telephone and email contact

The successful applicant will demonstrate:

- excellent communication skills
- strong interpersonal skills and the ability to deal with a diverse range of people
- experience of managing or co-ordinating projects and volunteers (paid or unpaid)
- 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
- experience of developing links with other agencies
- a flexible and non-judgemental approach to people and work
- an understanding of the local third sector, refugee issues and a commitment to MOOL
- an empathy with our service users
- the ability to cope with limited resources, seize opportunities and think creatively.