

Job Description – Coordinator

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| Responsible for | Assisting with Volunteer Management, Client Coordinating & Event Organisation |
| Salary | £16,000 - £19,000 pro rata (FTE 40h/week) |
| Hours of work | 20 hours per week; occasional evening and weekend working |
| Location | SVS Building, St. Mary's with regular travel to satellite offices |
| Main Purpose | Coordination of volunteers with referrals and supporting events |

Principle Accountabilities:

Working as a member of the Coordination Team to deliver the following areas of activity

1. Volunteers

- Ensure appropriate volunteer documentation (DBS, references, ID badges) is completed for new volunteers & uploaded onto office data systems
- Assist with inductions of new volunteers
- Accompany volunteers on initial meetings where appropriate
- Development and regular updating of office data systems relating to volunteers
- Managing volunteers' caseloads and obtaining regular updates.

2. Clients

- Management of new referrals
- Liaising with referrers and undertaking research into the needs/conditions of clients
- Managing assessments of new clients and of new requests
- Acquiring and analysing client feedback on services
- Maintaining office data systems relating to caseload, referrals met and made
- Development and regular updating of office data systems relating to clients.

3. Coordinating

- Matching new requests to appropriate volunteers
- Following up after initial meetings and recording feedback
- Organising the transport programme

4. Event Organisation

Supporting the wider team with:

- Booking venues, enrolling participants and other administrative tasks
- Advertising and marketing
- Attending events to assist with smooth running

5. General

- Supporting and providing cover for colleagues
- Performing any other tasks as reasonably directed