

Job Description – Coordinator

Responsible for	Assisting with Volunteer Management, & Service User Coordinating
Salary	£17,500 - £20,000 pro rata (fte 40h/week)
Hours of work	20 - 40 hours per week (negotiable); occasional evening and weekend working
Location	Amplevine House, Dukes Road, Southampton, SO14 0ST with occasional visits to other locations in the city. Some home-based work
Main Purpose	Coordination of volunteers with referrals

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 and 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. Service Users

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

3. Coordinating

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

4. Event/Activity 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