

Job Description – Lead Coordinator

Responsible for Salary	Volunteer Management & Service User Coordinating £18,800 - £20,500 pro rata (fte 40h/week)
Hours of work	30 - 40 hours per week (negotiable); occasional evening and weekend working
Location	Amplevine House, Dukes Road 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 leading member of the Coordination Team to deliver the following areas of activity

- **Volunteers**
 - Ensure appropriate volunteer documentation (DBS, references, ID badges) is completed for new volunteers & uploaded onto office data systems
 - Induction 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.
- **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
 - Maintaining office data systems relating to caseload, referrals met and made
 - Development and regular updating of office data systems relating to service users
- **Coordinating**
 - Matching new requests to appropriate volunteers
 - Following up after initial meetings and recording feedback
 - Organising the transport and shopping programme
- **Monitoring**
 - Acquiring and analysing feedback from volunteers, service users and other stakeholders
 - Assisting with data collation and analysis for reporting to funders and others
- **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
- **General**
 - Ensuring compliance with legal requirements & Communicare's policies and procedures
 - Supporting and providing cover for colleagues
 - Performing any other tasks as reasonably directed