

Job Description – Coordinator

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| Responsible for Salary | Assisting with Volunteer Management, & Service User Coordinating £19,820 pa 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 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. 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

- Working with other members of Communicare staff in service development
- Supporting and providing cover for colleagues
- Performing any other tasks as reasonably directed