

Job Description – Coordinator

Responsible for	Assisting with Volunteer Management & Service User Support
Salary	£12.71/h
Hours of work	20 hours per week; occasional evening and weekend working
Location	Communicare central office with occasional visits to other locations in the city. Option of some home-based work.
Main Purpose	Deployment of Volunteers & Support of Service Users

Principle Accountabilities:

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

1. Volunteers

- Assisting with deployment and training for volunteers for their chosen roles
- 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 introductions (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. Overarching Activities

- Making and receiving telephone calls
- Administrative tasks relating to booking systems
- Organising the transport, shopping and Trips Out programmes
- Providing administrative support to Friendship Clubs
- Matching new requests to appropriate volunteers
- Following up after initial meetings and recording feedback
- Arranging for systematic feedback from all stakeholders

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