

Job Description – Senior Coordinator

Responsible for	Volunteer Management & Service User Coordinating
Salary	£13.75/h
Hours of work	25 - 35 hours per week (negotiable); occasional evening and weekend working
Location	147 Shirley Road, Southampton, SO15 3FH
Main Purpose	Delivery & evaluation of Coordination of volunteers with referrals

Principle Accountabilities:

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

- **General**

- Ensuring that high quality communication is maintained with all stakeholders, particularly on the telephone

- **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

- **Service Development**

- Reviewing and create policies and procedures to underpin services
- Contributing to updating and creating risk assessments
- Ensuring compliance with legal requirements & Communicare's policies and procedures

- **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

- **Additional Areas**

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