

Job Description & Person Specification

Job title	Volunteer Coordinator
Hours per week:	35 hours
Reports to	Head of Volunteer Recruitment

Job purpose

Responsible for the recruitment, selection, and training of adult volunteers for the South of England region, to support young people with serious illness and their families who access our services, through either residential, virtual camps or outreach. The post holder will attend residential camps to support volunteers in their roles as well as developing strategies for engagement, recognition, and retention.

Duties and responsibilities

- Contribute to an eclectic volunteer recruitment strategy.
- Identify opportunities and potential partnerships within a range of settings to increase volunteer applications.
- Identify and build strong, long-term relationships with universities and other potential volunteer recruitment partners and stakeholders.
- Identify and capitalise on opportunities throughout the UK, promoting, marketing and advertising the services provided by Over The Wall.
- Work consistently to targets and ensure work is delivered in a timely and appropriate manner, producing progress reports as necessary.
- Assess and process volunteer applications, references, and background checks in line with the principles of Safer Recruitment.
- Maintain an awareness of safeguarding policy and practice, to ensure the safety of service users.
- Maintain Over The Wall's recording and data systems to ensure these are accurate and up to date at all times.
- Facilitate volunteer recruitment selection activities across the UK.
- Work with the Nursing and Wellbeing Teams to develop a recruitment plan for specialist roles.
- Support the head of volunteering with the development and delivery of high-quality volunteer training, including eLearning and accreditation.
- Regularly attend residential camps to support volunteers in the camp environment and provide support to the wider camp team.
- Support the head of volunteering to design and implement systems which evaluate the volunteer experience to ensure a culture of continuous improvement.
- Manage conflict and volunteer issues, including complaints, health, behaviour and safeguarding in the absence of the head of volunteering.
- Be part of our Virtual Camps.
- Any other reasonable duties as deemed appropriate by a senior member of the operations team.

Person specification/qualifications

Skills and Experience

Essential

- Experience in leading successful projects
- Excellent communicator; both verbally and in writing
- Excellent organisational, prioritising and workload management skills
- Experience of working with a diverse range of people
- Flexible with a creative approach
- Experience of working independently and effective time management
- Experience of delivering training to, and working with adults in complex environments
- Experience of working in a goal orientated environment
- Proficient use of email and Microsoft Office suite
- Good presentation skills
- Good customer service ethos
- Enthusiastic with a sense of fun
- Hold a current driving license
- Ability to travel and attend residential camps throughout the UK

Desirable

- Experience and/ or training in the practice of Safer Recruitment and appropriate safeguarding
- Experience of working in a residential camp environment
- Experience of producing statistics and reports

Working conditions

Initially home-based, within commutable distance to London and the South Region but will be required to travel and work nationally, working at other locations, when necessary, with frequent travel (local and long distances). There will be a requirement for evening and weekend work and overnight stays. Camps are in locations throughout the UK and last between 4 and 12 days.

Residential camp requirements

Over The Wall Camps are busy and active environments, which require extended periods of physical activity. When required to attend Camp, there may be instances where assistance is needed to set up activities, support the volunteers and camp programme.

Direct reports

None.