**Volunteer Co-ordinator**

**Job Description**

**Responsible To:** Volunteering Manager

**Responsible For:** PLUS Volunteers

**Overall Purpose of Job**

People Like Us (PLUS) is a service that works across Worcestershire to support people of all ages experiencing loneliness or isolation. PLUS enables individuals to connect with others and support them to become more active or engaged in their communities. This service aims to raise awareness of the impact of loneliness, build community resources and build a network of local champions to tackle the stigma and other associated issues arising from loneliness.

The PLUS Volunteer Co-ordinator will work as part of the volunteer team and the wider PLUS team. This role will involve the delivery of a volunteer recruitment plan, ensuring appropriate volunteers are recruited to provide support to individuals accessing the PLUS service. The volunteer Co-ordinator will also provide ongoing support to PLUS volunteers to ensure their safe and continued engagement with the service.

**Main Responsibilities are:**

1. Identify volunteer requirements and carry out relevant promotional and recruitment campaigns to meet local needs
2. Carry out the volunteer recruitment process, to include induction and organisational set up processes
3. To support with the delivery of volunteer training and induction
4. Work with the Loneliness team to identify and match suitable volunteers with service participants
5. Oversee the effective volunteer delivery of PLUS Service provision including recording, monitoring and review
6. Work in collaboration with the Casework team to ensure effective support and guidance is available to volunteers and project participant goals and action plans are being met and evaluate outcomes
7. Work with the Casework team to identify suitable volunteers to provide a range of support to include the matching process where required
8. Set clear boundaries and expectations in terms of volunteer input and support, ensuring volunteers have strategies in place to reduce and cease working with participants at the end of 6 months (or extended period if agreed) and that participants are made aware (via the volunteer) of the fact that a telephone progress review will take place
9. Ensure volunteers maintain accurate and up to date records of their activity, outcomes and outputs ensuring the value and impact of volunteer support is captured
10. Liaise and work closely with the Volunteer Manager to ensure volunteer support and training needs are being met
11. Where appropriate, meet with and interview potential volunteers interested in the PLUS Service, including post training follow up interviews
12. Support the wider work of the Volunteer team including promotion and recruitment activities
13. Promote volunteer and Loneliness Champion opportunities at events/networking
14. Assist with gathering and collating volunteer feedback to ensure continuous improvement in the organisation’s support and recognition of volunteers
15. Contribute to the ongoing monitoring and evaluation of volunteer support and activity, providing feedback to volunteers and identifying areas for further training and input.

**In addition, all Onside employees are expected to:**

* Work within the organisation’s stated principles and values, adhering at all times to the organisational policies, procedures and guidelines
* Demonstrate a commitment to anti-discrimination, equal opportunities, social inclusion and individual empowerment for service users, volunteers and colleagues
* Set high quality standards for self and others, striving to exceed the expectations of stakeholders
* Show a commitment to personal, professional and organisational development.
* Contribute to organisational promotional and networking activities.
* Work flexibly and co-operatively with colleagues to support the needs of the organisation

**Onside People:**

* are **passionate** about what they do
* **value difference**
* are **creative** in their approach
* are committed to **fairness and justice**

While the job description provides the main duties and responsibilities for the position, it is not definitive and employees are expected to carry out any additional duties compatible with their skills and abilities. The above may be subject to change and alteration from time to time with the prior agreement of the job holder.

Signed………………………………………………………….. Date……………………….

Print Name…………………………………………………….