

## Job Description

<b>Post:</b>	Volunteer Coordinator
<b>Location:</b>	Bradford office (some hybrid/home working possible)
<b>Grade:</b>	3
<b>Hours:</b>	28 hours per week
<b>Salary:</b>	£13.75-£15.49 per hour
<b>Responsible to:</b>	People & Culture Manager

### Purpose of the post

We are looking for a welcoming and compassionate volunteer coordinator who will be responsible for recruiting, inducting and supporting existing and new volunteers to help deliver a range of projects and services.

You will be the first point of contact for those enquiring about volunteering opportunities and will guide individuals who wish to support our charity through the onboarding and induction process while remaining on hand to ensure they feel supported and engaged.

Inside our organisation you will take responsibility for creating and driving a volunteer workforce plan as part of the People & Culture team, while externally you will manage and maintain existing and new volunteer partnership relationships.

This role will require some flexible working with evenings and weekend work possible to accommodate the needs of our volunteers.

### Key Duties

- Promote the benefits of volunteering at BDC Mind to a variety of external audiences.
- Liaise with interested volunteers and provide advice and answers which encourage take up of opportunities.
- Lead the volunteer recruitment process by working with project leads to recruit people with the right skills and experiences.
- Organise the volunteer interview processes and take the lead in onboarding successful candidates.
- Lead the induction and basic training/orientation of volunteers.
- Organise and host regular social or engagement sessions for the volunteer workforce.
- Maintain accurate records of volunteer databases, benefits and overall levels of service.
- Work within the People & Culture team to create and drive a successful volunteer workforce plan; alongside implementing the organisation's Volunteer Policy and associated handbook.
- Capture and collate volunteer feedback to ensure a process of continuous improvement.
- Complete checks of the volunteer workforce to ensure safety and compliance.
- Manage external volunteer relationships and partnerships.
- Other ad hoc duties as required by the People & Culture department, including participation in project work.

### General:

- Work in alignment with and assist in promoting the aims, objectives, and core values of Mind in Bradford
- Consistently uphold the standards of the Mind in Bradford 'Code of Conduct' and ensure it is followed at all times by staff, volunteers and clients
- Take responsibility, with colleagues, for ensuring that all Health and Safety, Safeguarding, Information Governance and Equity, Diversity & Inclusion requirements are met and all other Mind in Bradford policies and procedures complied with
- Undertake any other reasonable duties or tasks deemed necessary by the Senior Leadership Team.
- Commit to training and self-development and to undertake any mandatory and role specific training required to carry out the duties of the post.

### **Person Specification:**

#### **Essential requirements**

- Experience of coordinating volunteers or staff.
- Good planning and organization skills.
- Excellent oral and written communication skills.
- Genuine passion for helping others.
- Ability to stay calm and problem-solve under pressure.
- Collaboration, conflict resolution, and team-building skills.
- Organized and detail-oriented work ethic.
- Experience of developing partnership networks.
- Empathy and experience of working with vulnerable people, and ability to assess their needs.
- Ability to work independently, meet deadlines and achieve project objectives.

#### **Desirable requirements**

- Experience of volunteering with a charity.
- Experience of growing volunteer numbers.
- Demonstrable passion for community work.
- Lived experience of mental health issues.