**Alsager Community Support**

**Volunteer Co-ordinator Job Description**

Background

Alsager Community Support was set up in 2014 as a project of Alsager Community Church, to provide a free, easy to access, drop-in service offering high quality information, advice, practical and emotional support, and guidance for local people in any kind of need. The centre is open 5 mornings each week and is managed and staffed mostly by volunteers. Our services include Money & Benefits advice with help to fill in forms, School Uniform Reuse, Lost Property service & Jobs Board. More recently during the COVID crisis period we have extended our work to provide volunteer support for Shopping, Befriending and a Helping Hands Scheme for vulnerable people. We are in the process of taking over the administration of the voluntary driving scheme which has been operated by Alsager Voluntary Care for several years. As the number of volunteers has grown substantially over the past year, we are seeking to appoint a Volunteer Coordinator.

We are looking for an enthusiastic person with a passion for volunteering, and a sense of compassion for the less advantaged in our society, who can work alongside our existing staff to provide support to our volunteers.

Key responsibilities

* Advertise for and recruit new volunteers, obtain references, DBS checks, conduct interviews & identify the most suitable role for each volunteer.
* Ensure all relevant training and induction is provided for all new & existing volunteers.
* Keep accurate & up-to-date records of all volunteers and people requiring support.
* Be the point of contact for those requiring support, identify what support is required and how frequently it is needed.
* Match volunteers with people needing support.
* Keep in touch with volunteers by phone, email & regular bulletins.
* Administer Community Transport Scheme, recruiting volunteers to provide lifts for vulnerable people.
* Administer volunteer expenses.
* Monitor volunteers to ensure required standards are met and ACS continues to provide a good service.
* Support volunteers when needed.
* Action any concerns or issues about supported people, referring to other agencies where appropriate (e.g. Cheshire East Council Community Workers, Social Workers or NHS staff) and ACS Manager or Assistant Manager.
* Liaise with other local groups.
* Help to update volunteering related policies and procedures, including risk assessments.
* Assist with setting up other new services as required.
* Attend CVS/CEC network meetings & training as appropriate.
* Understand the importance of safeguarding, confidentiality and boundaries.

Person specification:

Essential:

* Excellent interpersonal skills
* Good team player, also able to work independently.
* Volunteering Experience
* Calm, thorough, empathy, patience, methodical approach, flexible.
* Good IT skills including use of spreadsheets & social media
* Good written communication skills.
* A willingness and ability to learn new skills and techniques.

Desirable

* Good knowledge of local area.
* Supervision/ co-ordination/ management experience.
* Experience of working in the voluntary sector.

**Location:** Mainly working from home

**Responsible to:** Alsager CommunitySupport Manager and Trustees

**Hours of work:** 20 hours per week, flexible over 5 days.

**Salary** £10920 - £11440, depending on experience. The initial contract will be for one year.

**Probationary Period:** The post will be subject to a probationary period of 3 months.

**Start date:** As soon as possible.

Please send a written application stating why you think you would be suitable for the post, together with your CV by email to [liz@alsagercommunitysupport.org.uk](mailto:liz@alsagercommunitysupport.org.uk) by Sunday 20th June.