



Job Description

Title	Volunteer Coordinator
Line Manager	Head of Operations & Finance
Line Manages	No line management. Will supervise volunteers
Salary	Band 3: £23,370 - £27,340
Location	Calman Cancer Support Centre, 75 Shelley Road, Gartnavel Complex, Glasgow G12 0ZE
Contract	Permanent
Hours	35hrs per week (Some evening and weekend work)
Annual Leave	35 days annual leave (inclusive of bank holidays)

About Cancer Support Scotland:

Cancer Support Scotland first began 40 years ago, in the cosy living room of Sir Kenneth Calman. Now in our home amidst the leafy grounds of Gartnavel Hospital, we've worked hard to make sure things don't feel a whole lot different. The Calman Centre was created as a safe space, helping everyone we support to feel at ease and in control. Where better then, than in a giant living room - where family and friends are welcome and the kettle is always on.

The charity has worked tirelessly in support the original vision of Sir Kenneth Calman through developing key services to support our beneficiaries overcome challenges in their everyday lives – to great success.

Cancer Support Scotland provides emotional and practical support to those affected by Cancer. Offering counselling, complementary therapy, stress management and podiatry through one-to-one and groups based methods.

In the last year Cancer Support Scotland has offered over 6,500 appointments and demand for our services is steadily rising.

The charity has around 20 members of staff and 200 volunteers across Scotland. Our staff are based within the Calman Centre in Glasgow and our volunteers cover Scotland.

The Post:

We are looking for a committed and highly organised individual who will join our team as Volunteer Coordinator. This individual will be responsible for all volunteer recruitment, induction, ongoing support, activities, along with the design and dissemination of volunteer newsletters and policies.

Key Responsibilities

Volunteer recruitment, training and support

- To develop and maintain links with local and national volunteer recruitment agencies

- To match volunteers with suitable volunteering opportunities in line with organisational priorities: fundraising, services, admin, gardeners, etc
- To coordinate, develop and deliver appropriate training for volunteers
- To monitor and review volunteering across the organisation to ensure volunteers receive enough support
- To work in partnership with colleagues to ensure volunteers are provided with regular review meetings and ongoing support to fulfil their goals.
- To attend relevant events, such as volunteer fairs and community events to promote volunteer opportunities within the charity
- To work with the Communications Officer to ensure high quality case studies and adverts for volunteering are produced
- Organise the recruitment, screening, PVG checks and annual review of all volunteers

Volunteer management

- To develop good practice policies and procedure in volunteer management and ensure staff are fully trained in there practices
- To work with staff to develop new volunteering opportunities
- To support the development of a volunteer strategy in partnership

General Responsibilities

- To ensure day to day operations such as income monitoring, evaluating and reporting are carried out to a high standard.
- To ensure all records within database are kept up to date and consistent
- To liaise with relevant staff and outside agencies as required
- To attend internal and external meetings as required
- To operate within the policies and procedures set out by the organisation
- Any other duties that are required and relevant to this role
- To provide support to volunteers and assist with training, as required

Personal Specification

	Essential (E) / Desirable (D)	Assessment Method
Qualifications	<ul style="list-style-type: none"> • 2-3 years' experience of managing volunteers(E) 	<ul style="list-style-type: none"> • Application
Experience	<ul style="list-style-type: none"> • Experience of recruiting, training and supporting volunteers (E) • Experience of using online content management systems and customer relationship management systems (E) • Experience of meeting and measuring key performance indicators. (D) • Experience of working effectively in a team and leading on own initiative (E) • Experience of responding to people with sensitive and complex needs (E) 	<ul style="list-style-type: none"> • Application • Interview



**Cancer
Support
Scotland**

	<ul style="list-style-type: none">• Sound knowledge of relevant policy and procedures for volunteering roles (E)	
Skills	<ul style="list-style-type: none">• Excellent organisations skills, including ability to manage multiple tasks and projects (E)• Excellent written and communication skills (E)• Ability to work on own initiative and to meet deadlines (E)• Ability to problem solve and find creative solutions (D)• Attention to detail and to seek the highest standards (E)• Ability to drive (E)	<ul style="list-style-type: none">• Application• Interview

How to apply

You can apply with a tailored covering letter and a two page tailored C.V to recruitment@cancersupportscotland.org by 12noon on 20th June 2019 with interviews being held in **Glasgow on the 27th June 2019.**