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**Employer:** Stirling District Citizens Advice Bureau Ltd

**Location:** Stirling

**Job Title: Volunteer Coordinator**

**Responsible To:** Directly line managed by Deputy Manager & ultimately responsible to CEO.

**Hours:** Part Time 28 hours per week (Monday to Thursday)

**Salary:** Pro Rata £23,800

**Summary of main responsibilities:**

The Volunteer Coordinator is responsible for coordinating all volunteering work within Stirling District Citizens Advice Bureau. The post holder will seek to maximise volunteering opportunities with the bureau’s operation and in turn reduce the bureau’s dependence on paid staff. The post holder will act as a recruiter, trainer, organiser and mentor to both office-based and remotely enabled volunteers ensuring they have the necessary training and technology in place to allow them to work. The post holder will communicate regularly with volunteers to ensure they remain satisfied, well-placed and address any concern that may arise. They will also ensure the role of the volunteer is well understood, the CAB’s procedures and policies are implemented and represent all volunteers at meetings with senior management.

**General Responsibilities**

* To identify and recruit volunteers through various techniques in Stirling District Citizens Advice Bureau
* Collect information on availabilities and skills within the volunteering base, keeping the CEO & Deputy Manager fully aware of the skills set before agreeing role placement.
* To arrange and help deliver appropriate training for new and serving volunteers, including remote / socially distant training.
* Ensure there is always sufficient volunteers so that services run smoothly including the production of a weekly volunteering rota.
* To act as the point of contact and mentor for all volunteers
* To support bureau based & remotely enabled volunteers to assist in the delivery of the core advice service.
* To recognise the impact of Covid 19 on national employment and to develop volunteering opportunities within the CAB which will help and support unemployed individuals to reskill, build confidence and move towards new employment opportunities.
* To provide advice support for remote & bureau-based volunteer workers particularly in relation to complex client enquiries.
* To promote and encourage experienced volunteers to undertake supervisory roles within the office – e.g. 2nd tier technical support on complex enquiries.
* To communicate frequently with volunteers to ensure they are satisfied, well-placed and any concerns are addressed.
* Disseminate information for upcoming actions and events.
* Keep detailed records of volunteers’ information and assignments.
* Maintain training records for each individual volunteer trainee.
* Ensure the purpose of the Stirling CAB, its actions, policies, procedures and the role of the volunteer is clearly communicated, understood and implemented.
* Coordinate teams of volunteers for external events as and when required.
* To represent and present the views of volunteers and volunteering related matters to senior management.
* Help ensure that the required monthly CAB statistics are provided to the office manager.
* To carry out any other reasonable task requested by management or required by the board of trustees.

**PERSON SPECIFICATION - Volunteer Coordinator**

**Essential Criteria**

1. Experience of working in a volunteer led environment & advice in general and an understanding of the issues clients face trying to manage their problems & the issue volunteers face in trying to support & resolve them

2. Experience of providing holistic advice, with a particular emphasis on income maximisation advice & crisis intervention support (e.g. welfare benefits & debt resolution)

3. A comprehensive understanding of volunteer recruitment, support, training & volunteer development needs, ideally from a remote perspective

4. Written and oral communication skills, including ability to write reports

5. Strong interpersonal & people skills and the ability to build rapport and conduct effective client centred interviewing.

6. Ability to establish, develop and sustain relationships with key stakeholders

7. Ability to work on own initiative and take personal responsibility for achievement of stretching qualitative and quantitative targets

8. Proven organisational and time management skills

9. Ability to display flexibility in a challenging working environment

10. Competent in the use of IT systems, particularly Word, remote working and use of the internet

11. Adopt responsibility for own learning and development

12. Effective team worker

13. Commitment to equal opportunities

14. Commitment to the aims and principles of the CAB service

15. Current driving licence & use of a car (the post may involve travel within the district of Stirling)

Desirable Criteria

16. Knowledge of the work of advice agencies

17. Experience of voluntary sector work, either paid or unpaid

**Appendix D –Organisational Chart**

**Board of Directors**

Strategy / Risk / Finance

Human Resource Support

Policy Team

Bid Support

**Deputy Manager**

Generalist Advice Service

**Project Staff**

**Chief Executive Officer**

**Volunteer Coordinator**

**Volunteers**