

Job Description

- Job title:** Volunteer Coordinator
- Department:** Client services
- Reporting to:** Director, Crisis Skylight Oxford
- Salary:** £33,837 per annum
- Hours:** 35 hours per week
- Location:** Crisis Skylight Oxford, 40 George Street, Oxford
- Contract type:** Permanent

Aim and influence

- Ensure the efficient running of all volunteering activities in Oxford. This will include volunteering opportunities for both the general public and Skylight members, including supporting the development of Crisis at Christmas in the city.
- Work with the National Volunteer Development Coordinator and other Volunteer Coordinators in the implementation of the Crisis Volunteering Strategy and Business Plan, thus ensuring the spread of good practice in all aspects of volunteering across Crisis.
- Ensure the safe and successful delivery of the volunteering at Crisis at Christmas, Oxford.

Financial and supervisory responsibility

- Coordinating volunteer recruitment and inductions for Crisis Skylight Oxford
- Supporting and advising both staff and volunteers throughout the recruitment, induction and ongoing involvement of volunteers
- Develop and monitor volunteer programmes and ensuring that volunteers have the best of experiences
- Delegated responsibility for monitoring the volunteering budget
- Line management of the Christmas Coordinator and as required, other temporary Christmas project staff

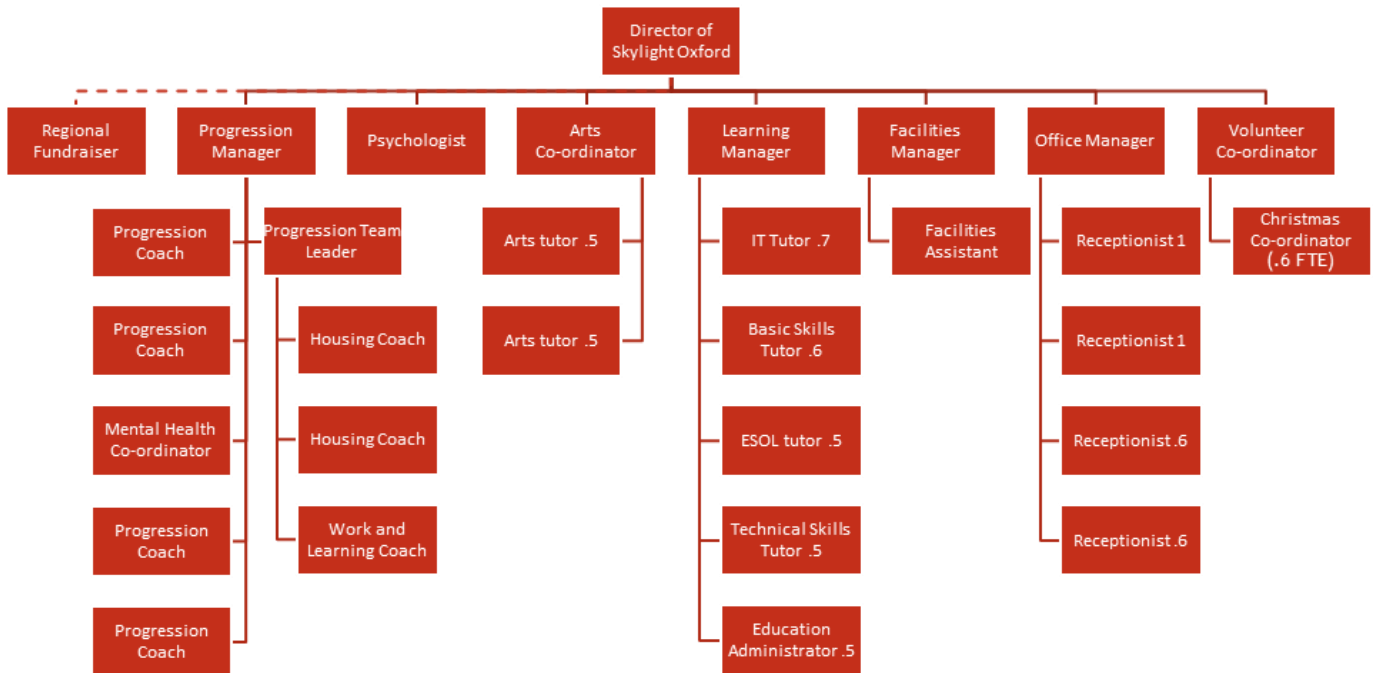
Other key details

- Includes occasional evening and weekend working and working on any days Crisis at Christmas is in operation for, which time off in lieu will be given in accordance with Crisis' TOIL policy

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- Based at the Old Fire Station, 40 George Street, Oxford
- A satisfactory enhanced Disclosure and Barring System Check.

Organisational chart



Job responsibilities

Coordinating volunteer recruitment and inductions

- Advertising volunteer opportunities through a wide range of channels
- Coordinating and administering volunteer applications, liaising with candidates and staff, facilitating interviews etc.
- Supporting teams in organising specialist, targeted recruitment drives
- Monitoring, evaluating and developing recruitment channels, activities and systems to include ensuring that recruitment supports diversity of volunteers
- Coordinating and administering DBS checks where necessary and following up with volunteer references
- Ensuring that all new volunteers receive appropriate induction, including sending out welcome packs and delivering general volunteer inductions

Volunteer communications

- Maintain efficient systems to manage volunteer enquiries, including acting as the first point of contact for all prospective volunteers

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- Ensure a high standard of customer service and positive experience for volunteer enquirers and applicants
- Ensure regular communication with volunteers through initiatives such as newsletters
- Lead on the local implementation of effective systems to retain volunteer information, including Raisers Edge and CCAS (where used)
- Engage with national initiatives such as Volunteers Week as a way of thanking volunteers for their contribution and celebrating the positive impact volunteering has

Volunteer management and support

- Assisting volunteers with volunteer management procedures for example claiming back expenses
- Organising opportunities for Oxford volunteers to come together, share experiences and feedback on their experience, for instance facilitating volunteer focus group
- Supporting with the development and delivery of initiatives to recognise the contribution of volunteers, including volunteer thank you events
- Managing effective systems to retain and administer volunteer information
- Supporting with the development and administration of systems to enable effective monitoring and evaluation of volunteering.
- Assisting with the development and administration of systems to measure the impact of volunteering at Crisis, for example collecting data on volunteers' hours
- Supervise volunteers in the Volunteer team as and when necessary

Support, training and guidance to staff managing volunteers

- Develop (in conjunction with the National Head of Volunteering) and deliver training for Crisis Skylight staff who will manage and support volunteers
- Work closely with staff to ensure that the correct Procedures and Policies in volunteering management and support are followed
- Be a source of expertise and advice for Skylight staff to develop good practice in working with volunteers including creating worthwhile volunteer placements, support, supervision and recognition of volunteers
- Work closely with the Progression Manager to ensure member volunteers have any additional support and development needs met through their assigned coach
- Disseminate good practice guidance in volunteering via Connect, meetings, workgroups etc.

Volunteer management and support

- Ensure appropriate support and supervision is in place for all volunteers involved in the work of the Skylight and that all volunteers have an appropriate named member of Skylight based staff from which they will receive support and supervision
- Support with the development and administration of systems to enable effective monitoring and evaluation of outcomes and impact of volunteering, including KPIs where relevant
- Assist volunteers with volunteer management procedures for example claiming back expenses
- Organise opportunities for volunteers to come together, share experiences and feedback on their experience, for instance facilitating volunteer focus group
- Support the development and delivery of initiatives to recognise the contribution of volunteers, including volunteer thank you events

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- Develop and implement systems to enable effective monitoring and evaluation of volunteering, such as volunteer supervision, exit interviews etc.

Develop volunteering initiatives at Crisis

- Develop local volunteering strategies for the Crisis Skylight, in conjunction with the local management team, identifying the need for different volunteer roles to support the Skylight's work in the areas of direct services to members, raising our profile and promoting our services in the local community, campaigning and supporting Crisis through fundraising activities and social enterprises
- Support the development of role descriptions for new volunteering opportunities in partnership with relevant Crisis staff locally and nationally
- Identify opportunities for volunteering in the local community, to support members' journeys out of homelessness. Develop and maintain an up-to-date resource bank of opportunities, referral and application routes and contact details – designed to maximise access for coaches and tutors supporting and advising Crisis members

Crisis at Christmas

- Recruit and manage a temporary (6 month) Crisis at Christmas Oxford coordinator and other temporary project staff as required (budget allowing).
- Manage the planning and delivery of the volunteering element of Crisis at Christmas in Oxford including the Health and Safety items related to it
- Ensure an adequate number of volunteers are recruited, trained, deployed and de-briefed before, during and after the events.
- Maintain throughout the year positive relationships with supporters of the event and ensure all stakeholders are suitably thanked

Contribution to team and organisation

- Prioritise own workload and ensure timely delivery on all tasks
- Take part in team meetings and where necessary take notes
- Take part in wider Volunteering Team meetings across all Skylight Centres, such as Volunteer Coordinators Forums and monthly video conferences
- Contribute to sharing of best practice relating to volunteering amongst Skylight Centres and wider volunteering team and utilising on-line facilities, such as Connect
- Support the development of Crisis' overall work

General responsibilities

- Actively encourage and support member involvement within Crisis
- Develop and maintain an understanding of Crisis' work and the needs and circumstances of homeless people
- Ensure that any safeguarding concerns are identified and reported in line with Crisis' procedures
- Comply with Crisis Policies and Procedures, including Health and Safety policies, for which all employees owe a duty of care both to themselves and others, in accordance with the Health and Safety at Work Act

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- Carry out any other duties that may reasonably be required in the light of the main purpose of the job

Person Specification

Essential

- 1 Demonstrable experience of volunteer management best practice, including developing and supporting a wide range of volunteering opportunities and an understanding of volunteers' motivations and the benefits they bring to Crisis
- 2 Experience of managing successful relationships with colleagues, volunteers and external partners and confident in providing advice and guidance to others around policy, procedure and good practice
- 3 Experience of working with socially excluded and/or vulnerable people and knowledge of how volunteering can bring about positive change
- 4 Demonstrable experience of working successfully as part of a cross-disciplinary team, whilst also being able to work on own initiative
- 5 Demonstrable ability to communicate effectively when addressing a variety of audiences in person, on the phone, via email, and when giving presentations to groups
- 6 Experience of developing and delivering a variety of training to small and large groups
- 7 IT literate and able to maintain and develop effective administration and information management systems
- 8 Excellent organisational skills, including the ability to manage a high volume workload and manage conflicting priorities
- 9 Demonstrable commitment to the value of engaging members in the volunteering programme and understanding of the positive impact it can have for them, Crisis, and the wider community
- 10 Demonstrable commitment to recognising the potential in all volunteers and understanding the importance of diversity in volunteering
- 11 Knowledge of and ability to comply with safeguarding procedures
- 12 Commitment to Crisis' purpose and values including equality and social inclusion

We encourage applications from all sections of the community and particularly from people who have lived experience of homelessness.

Supporting your application

Thank you for your interest in working for Crisis.

Before you apply, please take a moment to read through the frequently asked questions below which are designed to support your application and help you understand our recruitment processes.

The person specification requires a qualification or experience that I do not have. Is it still worth me applying?

The person specification has the key knowledge, skills, experience or behaviours needed to carry out the job successfully and you will be scored based on any information you provide. If you don't quite meet the criteria, for example if you have an understanding of something rather than experience of doing it yourself, you may still pick up points for explaining your understanding or how you might approach it. However, some of the person specification points, for example specific qualifications, are critical to the role so if you don't meet those requirements, you are unlikely to be shortlisted.

Can I apply by sending my CV?

Occasionally we accept CVs and a covering letter but only if this is requested in the advert for the post. We don't accept speculative applications or hold CVs on file.

What should I do if I can't complete an online application?

If you would like to apply in a different format, for example in a Word document, because you are unable to use the online process, please contact the Recruitment Team jobs@crisis.org.uk It is helpful if you provide details of your requirements or suggestions about how we might best support you to apply so that we're able to consider alternatives.

How can I maximise my chance of being shortlisted?

It is important that you complete all sections of the online application form to ensure that the recruiting panel understand your interests, skills, behaviours, knowledge and experience.

Shortlisting is mostly based on the information you provide in the assessment form section.

A strong application will also be in line with the [Crisis Values](#) that you can find on our website.

Please note! If you don't provide full responses against the person specification points, the panel won't be able to score your application fully and it will be unlikely there is enough information for you to be shortlisted.

How quickly will I know if I have been shortlisted?

Every recruitment campaign will be different depending on how quickly the shortlisting panel can review applications but if you have not been shortlisted, you will receive an email from us confirming that.

If I am not shortlisted, can I get feedback on my application?

Unfortunately, we are not able to offer feedback on your application if you are not shortlisted for interview.

Can I get feedback after my interview?

We appreciate that information about where you did well or less well can be useful, so if you are not successful following interview we are able to provide feedback.

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Will you notify me of future vacancies?

Once you have registered via Crisis Jobs Online, you can sign up to receive notifications of new vacancies based on the criteria you select. We also recommend that you check our website regularly for details of new vacancies.

I recently applied for a role and was not successful, but have seen the role re-advertised. Is it worth me applying again?

If the gap between advertising has been short, we would normally advise that candidates need not apply again, unless you have re-written and enhanced your application. Some examples might be that you have strengthened your examples using the STAR technique above.

Crisis Jobs Online

I have typed my personal statement answers into the online form, but it won't let me save them. What should I do?

There is a word limit of 400 per answer so it could be that you have exceeded the limit and that is what is preventing you from saving your work.

I filled in the personal statement section and tried to save it/submit it. However, it wouldn't do this and my information was lost. Is there any way to retrieve it?

You are encouraged to record your answers in a Word document first before copying and pasting your answers into the online application form, using the keyboard shortcuts Ctrl + C to copy and Ctrl + V to paste. The application form has a strict time out limit and so if you take longer than that limit you will lose your work and we are unfortunately not able to retrieve it.

Where can I get help?

If your query has not been answered above, you can contact the Recruitment Team jobs@crisis.org.uk for support.