Job Description

Job Title: **Volunteer Coordinator – North England**
Part time, located in North England working from home

Salary: £28,000 pro rata (full time equivalent = 35 hours)

Hours: 21 hours per week (3 days) (hours flexible for the right candidate)

Reporting to: Chief Executive Officer

About The Compassionate Friends

The Compassionate Friends (TCF) is a nationwide UK charity founded over 50 years ago providing peer support to bereaved parents, siblings (18 years+) and grandparents whose child has died at any age and from any cause. We also provide information on parental and sibling bereavement to professionals and other organisations. For more information about TCF go to www.tcf.org.uk

Our volunteers are the heart and soul of our charity – without our dedicated team of volunteers we would not be able to support, comfort and offer hope to bereaved parents and their families in the way that we do. Our UK volunteer team are all bereaved parents, siblings or grandparents themselves and offer local support one-to-one, by facilitating support groups, through weekend gatherings and retreats, and more.

The Role

Our charity is growing and we are looking for an exceptional additional member of staff to assist in supporting our existing volunteers in the North of England (north of Birmingham), help in developing the reach of our charity in the regions and to recruit, train and inspire new volunteers from our charity membership base and beyond. The job holder will also be a proactive, committed, supportive member of TCF's Regional Coordination Team.

We are looking for an excellent communicator - with a high level of interpersonal skills. You will be able to work cooperatively with the volunteer team and a range of colleagues, while also being able to offer a proactive and self-motivated approach to volunteer support. Leading by example, you will be able to inspire and motivate. You will also be confident networking with other organisations and professionals working in the field of bereavement and volunteer support. Your flexible approach will ensure that you are able to adapt to the changing needs of our volunteers and the bereaved parents and families they support, as well as being able to adapt to new environments such as online and digital contexts. Ideally, you will be able to innovate, suggest, and implement improvements to the recruitment of new volunteers, and to the training, support and information we currently offer to existing volunteers.

This role is subject to an enhanced DBS (Disclosure Barring Service) check.

Overall purpose:

- Organise and manage the recruitment, training and ongoing support and development of volunteers in North England.
- Provide excellent and appropriate communication, support and information to volunteers, other National and Specialist Volunteer Coordinators, Trustees, our CEO and Fundraiser.
- Keep accurate volunteer records and handle administration associated with volunteers.
- Ensure volunteering best practice is followed and maintained.
- Ensure that TCF is well represented and delivers appropriate and a high quality of peer support to bereaved families in Scotland and Northern Ireland.

Primary tasks

- Work to identify where and what volunteers are required by our charity in the region. Work to reduce barriers to volunteering with our charity.
- Working within our national training and coordinators framework, organise the recruitment, screening, training/induction and ongoing development of volunteers.
- Deal promptly and professionally with all enquiries relating to volunteering to ensure positive outcomes for the volunteers, and the charity.

- Ensure appropriate induction material is provided to all new volunteers and that support material for existing volunteers is kept up to date and relevant.
- Keep accurate volunteer records and (together with office staff) deal with the administration associated with volunteers.
- To conduct DBS checks on potential volunteers as part of the screening process.
- Create a sense of teamwork and belonging, communicating with, supporting and motivating volunteers in person via regular contact and meetings, and through print and digital contexts.
- Assist and advise volunteers with specific queries or issues.
- Promote the benefits and opportunities of volunteering with our charity, both within TCF and externally.
- Ensure volunteering best practice is followed.
- Ensure national TCF initiatives, policies and activities are regularly communicated to the volunteer team
- Report on activities and developments in Scotland and Northern Ireland within TCF.
- Represent TCF at events and external meetings and networking opportunities.
- Work and liaise with other Volunteer Coordinators for the benefit of the charity throughout the UK.
- Liaise with Head of Fundraising to encourage and support fundraising opportunities in North of England.

Additional tasks

- Brief volunteers on relevant developments and issues in the area of bereavement and child bereavement.
- Recommend changes and improvements to the structure and operation of volunteers, incorporating new technology and procedures where appropriate.
- Attend Continuing Professional Development (CPD) and other relevant training as appropriate.
- Attend or participate remotely in meetings with TCF colleagues.
- Undertake any other relevant duties as directed by line manager.

Person Specification

Skills & Experience

- An individual with personal experience of child bereavement would be preferred.

- Relevant experience and knowledge of working with, coordinating and motivating volunteers in the charitable sector.
- Ideally, experience of collaborative working and the ability to motivate and support others.
- Experience of recruiting, training and supporting volunteers.
- Understanding of peer-to-peer support and group facilitation skills.
- Excellent oral and written communication skills.
- Able to demonstrate an organised, calm approach.
- Ability to plan and prioritise
- Some counselling/listening skills experience and skills would be helpful.
- Very good IT skills, as well as being prepared to learn new skills and to embrace and harness new technology.
- Flexibility and a willingness to adapt to changing needs and environments. Experience of positively embracing and adapting to change.
- A proactive approach, including an ability to work on own initiative, as well as part of a team.
- Strong problem-solving skills, with a flexible and pragmatic approach to reaching appropriate solutions.
- Ability to handle sensitively, and with compassion, the needs of locally-based volunteers.

Knowledge & Understanding

- Good knowledge and understanding of the motivational and training needs, and pastoral support, of volunteers.
- Commitment to the work of TCF. A willingness to abide by the policies and procedures of The Compassionate Friends.
- An understanding of and commitment to data protection, safe guarding and confidentiality issues.
- A high level of spoken and written English, with the ability to communicate with clarity as well as sensitively and with compassion.
- Awareness of bereavement issues, including how specific bereavements can affect individuals, and the complex emotional and practical needs of volunteers and bereaved parents.
- An understanding of and a commitment to equal opportunities.

Personal Qualities

- Calm, compassionate, warm, sensitive and sensible approach.
- Demonstrates responsibility, reliability and integrity.

- Highly motivated and enthusiastic.
- Strong organisational skills.
- Confident in own judgement and initiative, but will ask for help or advice if needed. Can work unsupervised, and as part of a team
- Non-judgemental, empathetic attitude.
- Can build effective relationships with volunteers and staff across the organisation.
- Flexible – can work from home but able to travel throughout the North of England and occasional travel to other areas of the UK. Ability to work outside normal working hours (including some weekends) when required.