



## Job Description

**Job Title:** **Volunteer Coordinator**  
Part time

**Salary:** £20,000 pro rata (full time = 35 hours)

**Hours:** 21 hours per week (3 days) (more hours may be available)

**Reporting to:** Chief Executive Officer/Charity Director

The Compassionate Friends (TCF) is a national bereavement charity established in 1969 and providing specialist peer support and information to bereaved parents and families, as well as to professionals and other organisations. Our volunteers are the heart and soul of our charity – without the help of our dedicated team of Local and Group Contacts we would not be able to support, befriend and comfort bereaved parents in the way that we do. Our volunteer team are all bereaved parents, siblings or grandparents themselves. Between them, they fulfil many varied roles, including meeting bereaved parents one-to-one, facilitating local support groups or online 'meeting places', putting bereaved parents and families in touch with one another in the local area, writing leaflets and publications, and helping to run retreats and other gatherings for bereaved parents and families. Our charity is growing and we are looking for an exceptional additional member of staff to help us to support and develop the work of our 170 existing volunteers and to recruit additional volunteers from our charity membership base and beyond.

Joining our small, but highly motivated, team of staff, you will work with our volunteer team of regional coordinators and our CEO to take on all aspects of supporting our volunteer team, including the recruitment, training, motivation and communication with TCF volunteers. We are looking for an outstanding 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. 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 support and information we currently offer to existing volunteers.

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

**Overall purpose:**

- Working with volunteer regional coordinators, and other key charity personnel, organise the recruitment, training and ongoing development of volunteers.
- Provide excellent and appropriate communication, support and information to volunteers.
- Keep accurate volunteer records and handle administration associated with volunteers.
- Ensure volunteering best practice is followed and maintained.

**Primary tasks**

- Work with others to identify where and what volunteers are required by our charity and match opportunities from potential volunteers. Work to reduce barriers to volunteering with the charity.
- 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.
- Keep accurate volunteer records, maintaining a database of volunteers, 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 and motivating volunteers in person, and through print and digital contexts.
- Promote the benefits and opportunities of volunteering with our charity, both within TCF and externally.
- Ensure volunteering best practice is followed.

- Support the volunteer regional coordinators to provide support and information to volunteers in their local area
- Work with the Pastoral team of senior volunteers to provide support, training and guidance to volunteers.
- Ensure appropriate induction material is provided to all new volunteers and that support material for existing volunteers is kept up to date and relevant.

### **Additional tasks**

- Brief volunteers on 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.
- Represent TCF at events and external meetings.
- Attend regular meetings of the Pastoral Committee (usually Saturday)
- To 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, managing and motivating volunteers in the charitable sector.
- Ideally, experience of collaborative working and the ability to motivate others.
- Experience of recruiting, training and supporting volunteers.
- Excellent oral and written communication skills. Ideally educated to at least degree level.
- Able to demonstrate an organised, calm and compassionate approach.
- Ability to plan, prioritise and deliver to tight timescales, sometimes under pressure.
- Some counselling/listening skills experience and skills would be helpful.
- Good basic IT skills, and 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 our 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 follow the policies of The Compassionate Friends and its Code of Conduct.
- An understanding of and commitment to data protection, safe guarding and confidentiality issues.
- A first-class level of spoken and written English, with the ability to communicate sensitively and with compassion and clarity.
- 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, friendly, 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 the office, but also undertake some travel throughout the UK. Ability to work outside normal working hours when required.