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**Title of post:** Volunteer Coordinator

**Hours:** 21.6 hours (3 days) per week

**Contract:**  Fixed term – 12 months, part time

**Salary:** £26,000 per annum (FTE), pro rata to £15,600 per annum for part time hours.

**Location:** Based at our Children’s Centre in Llanishen, Cardiff.

**Line Manager:** HR & Volunteer Manager

**Summary:** To develop and maintain a volunteer recruitment and management process from start to end across the charity. Developing volunteering roles, providing a full induction process for new volunteers and providing continued support, alongside managers, to ensure volunteers are trained and enjoying their volunteer journey.

**Job Outline:**

Cerebral Palsy Cymru is seeking a dynamic and motivated Volunteer Coordinator to join our team. The Volunteer Coordinator will play a crucial role in recruiting, training, and managing volunteers to ensure the effective delivery of our programs and services.

**Main duties and responsibilities**

**1. Volunteer Recruitment**

* Develop and implement effective volunteer recruitment strategies to attract a diverse pool of volunteers, including targeted recruitment and communications to break down the perceived barriers to volunteering.
* Lead on the recruitment and engagement process for volunteers; responding to enquiries, advertising and interviews.
* Co-produce with existing volunteers, a new volunteering strategy focussed on local recruitment.
* Collaborate with community organisations, educational institutions, and other networks to promote volunteer opportunities.
* Co-produce with existing volunteers, a new volunteering strategy focussed on local recruitment.

**2. Training and Orientation**

* Develop and maintain a full induction process for all new volunteers
* Organise and conduct volunteer training sessions to ensure volunteers are well-equipped for their roles.
* Provide ongoing support and orientation to new and existing volunteers.
* Provide regular supervision and development support to volunteers

**3. Volunteer Management**

* Assign volunteers to appropriate roles based on their skills and interests.
* Regularly communicate with volunteers to assess their satisfaction and address any concerns.
* Maintain HR records for all volunteers.
* Maintain accurate records of volunteer hours, activities, and feedback.
* Develop and maintain volunteer-related policies and procedures

**4. Manager Support**

* Collaborate with managers to identify volunteer needs and integrate volunteers into future project activities.
* Monitor and evaluate the effectiveness of volunteer contributions to project outcomes.

**5. Recognition and Appreciation**

* Develop and implement recognition programs to acknowledge and appreciate the contributions of volunteers.
* Organise events and activities to celebrate volunteers and their achievements.

**Additional responsibilities**

* Participate in team meetings and engage with the wider staff team when appropriate.
* Actively work with others (internal and external) to facilitate organisational and departmental improvements and changes, in line with charity-wide strategies
* To maintain confidentiality at all times and adhere to Cerebral Palsy Cymru’s confidentiality policy.
* To follow and remain up to date with Charity policies and procedures.
* Carry out any other reasonable tasks as may be required.
* To maintain awareness of the work of Cerebral Palsy Cymru
* Communicate effectively with colleagues, trustees, volunteers, partner organisations, stakeholders of all kinds, and service users.

**Person Specification:**

**Essential skills, abilities and knowledge**

* Experience in volunteer management or a related field.
* Strong interpersonal and communication skills.
* Ability to work independently and collaboratively.
* A can-do attitude; positive team player
* Excellent organisational and time management skills.
* Understanding and commitment to the mission and values of Cerebral Palsy Cymru.
* Knowledge of relevant legislation and best practices in volunteer management in the UK

**Desirable skills, abilities and knowledge**

* Experience working with individuals with disabilities or in a similar charity setting.
* Familiarity with the voluntary sector in Wales.
* Full clean driving license and use of own vehicle
* Proficiency in the Welsh language.