

Volunteer Coordinator – Health & Care

Job Level	Level 2b	Job Reference No:	
		Role review date:	December 2022
Directorate	UK Operations	Function	Health & Care
Service		Reports to:	Service Manager

Scale and scope of role

Direct reports	Up to 20 staff and volunteers	Indirect reports	None
Budget responsibility/ accountability	c. £5000	Accountable for other resources	None

Context

We help anyone, anywhere in the UK and around the world to get the support they need if crisis strikes: connecting human kindness with human crisis. We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over. We help them to recover and move on with their lives.

We are part of the Red Cross and Red Crescent global humanitarian network.

Our Values and Principles

Our values (compassionate, courageous, inclusive and dynamic) underpin everything that we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its **fundamental principles**: humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone regardless of age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

Purpose of the role

As a volunteer coordinator you will be responsible for the volunteers within our team. You will attend promotional events with other stakeholders where you will meet new people and build and maintain relationships. You will work in a collaborative way with other organisations to benefit the people we support.

Key responsibilities

Service Delivery

- Triage referrals alongside other coordinators where appropriate, provide daily coordination and support for your volunteers delivering the service.
- Liaise with hospital/community teams to promote the service, receive referrals and provide a timely response to any questions about people we support.
- Complete service users' need assessments when necessary to support the delivery of the service
- Develop the service, providing support, leadership and motivation to the staff and volunteers
- Undertake service user visits if necessary
- To provide daily coordination of the service and overall support including identifying improvements to our offer.
- To maintain an operationally ready rota of volunteers by getting to know your volunteers' preferences and availability to support people.
- Develop and maintain positive relationships with external organisations.
- Provide training and exercise to volunteers to ensure they are compliant and operationally ready to support people in need in a safe and meaningful way.

Quality and Performance

- Ensure that the services are efficient, reliable and delivered consistently within national and local guidelines, using the Quality Standards Framework as a basis for assessment.
- Ensure that all commissioners requirements, outcomes and KPI's are adhered to.
- Collaborate with colleagues within the area to establish effective working relationships through regular contact and meetings
- Share learning to ensure service development
- Review and monitor outcomes for service users, ensuring that needs are met using personalised care and support planning and the impact of our service is recorded through accurate statistics and a range of user engagement
- To work within a safe services culture of proactive engagement and shared learning when considering safeguarding and protecting people from harm.

Service management

- Ensure teams are familiar with the vehicles and all relevant documentation is completed. Including carrying out regular audits of equipment, vehicles, workwear, service consumables etc and ensure adequate supplies are delivered and stocks maintained and monitored.
- To develop, collaborate with and maintain positive and effective working relationships with partnership agencies throughout the community, involving them in preparing proposals for local activities and projects through a multi-agency, integrated approach.
- Work with the Service Manager(s) to monitor the any local projects.

Leadership Behaviours

- Authentic, consistent and honest leader.
- Actively listens and allows others to be heard.
- Adaptable to changing needs, pressures and opportunities
- Empowers others based on their skills and expertise.
- Dynamic, inclusive, compassionate and courageous.

Team Leader

- All team members understand their responsibilities and objectives.
- All resources involving staff are managed in accordance with BRC policies and procedures.
- All staff are kept informed of all relevant organisational plans and updates on development.
- Team ideas and comments are communicated and forwarded appropriately.

Team Member

- Actively participates in all team meetings.
- Supports other team members
- Works and behaves in accordance with all BRC policies, procedures and in line with our Values in Action.
- Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamics)

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.

Pre-engagement checks

Criminal Records

Type of criminal record checks required for this role

England and Wales – Disclosure and Barring Service (DBS)
• Enhanced – Adult workforce
Scotland
• Protecting Vulnerable Groups (PVG) – Adult
Northern Ireland
• AccessNI – Enhanced Vulnerable Adults

Drivers Check - Required – Yes

Due to the specific requirements of this role, there is a need to visit various locations, some of which are remote with no access to public transport, therefore you must have access to a vehicle which you are willing and able to use in conjunction with your duties, or be eligible for transportation via the Access to Work Scheme'

Person Specification

Requirements	Evidence obtained through Shortlisting (S), Interview (I), Assessment (A)		
Knowledge and Skills	S	I	A
Essential - Working knowledge of Office 365 - General knowledge of how communities work, and the needs of local communities - Able to plan own workload - Ability to work as part of a team and on own initiative - Good telephone manner - Knowledge of Supervision - Understanding of how to improve service quality for the benefit of users Desirable - Ability to deal with queries in a diplomatic, professional and confidential manner - Excellent interpersonal and communication skills - Managing time and responding to and prioritising a range of competing demands through time management	X X X X X X X X X	X X X X X X X X X	X
Experience	S	I	A
Essential - Participation in a multi-disciplinary team environment - Experience of working in the voluntary sector - Experience of delivering high quality services to the public - Experience of coordinating and leading a team of staff and volunteers in the delivery of the service-	X X X	X	
Additional requirements			

Essential - Ensures inclusive practice, challenges discrimination and promotes diversity in line with our Equality, Diversity and Inclusion (EDI) policy. - Able to travel around the area as required - Full driving licence holder and access to a vehicle - Works flexibly to fit in with service hours, which could include working occasional evenings and/or weekends	X		
Values in Action			
Dynamic - We move forward as one team. - Every day, we're adapting, innovating and learning. - When the unexpected happens, we are calm, quick and efficient. - We respond smartly, using clear processes and systems. Compassionate - We stand for kindness. - People come first, no matter who or where they are. - Together, we're a united force for good. - We have genuine, open-minded conversations. Inclusive - We are open to all. - We treat each other with dignity and respect. - Every person's uniqueness is valued, supported and celebrated. - Our individual backgrounds and experiences make our organisation stronger. Courageous - We are bold. - We show our strength by doing the right thing. - We aren't scared to test our creative ideas. - As humanitarians, we go the extra mile to help people in crisis			

We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act), who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.