**Post:**  Volunteer Coordinator

**Wage:** £17,000 - £21,000 (depending on experience)

**Hours:** 40 hours a week

**Responsible to:** Operations Manager and Founding Director

**Contract:** Fixed till September 2020, with the possibility to be permanent

**About Success4All**

Success4All is a Newcastle-based educational charity, established in 2006, that fights educational inequality by giving access to tutoring, learning resources, clubs and summer schools to those in less affluent areas. Our aim at Success4All is to engage, equip and empower children, young people and their families, so that they can build a successful future for themselves and others. We do this by creating safe and relaxed learning environments, called Learning Hubs. We currently have 7 Learning Hubs in 7 areas, offering 15 weekly sessions, for 361 children and young people, supported by approximately 200 volunteers every year. Our motto is ‘Young People Learning From Each Other’. We believe young people learn best from each other, provided that the right environment is created for them. Our volunteer Tutor Befrienders are mainly sixth form students from the local area but are also recruited from the local universities and mature volunteers who are looking to change career paths. We train these volunteers to become Tutor Befrienders, and offer benefits such as an AQA Level 3 Accreditation.

**Role Description:**

Success4All are currently looking for a Volunteer Coordinator to join our team. As Volunteer Coordinator, your main purpose of this post is to be responsible for the development, management and co-ordination of all Success4All’s volunteers. This will involve assessing and meeting Success4All’s current volunteer needs through recruitment, induction and training, placement and retention of volunteers. You will also need to manage the current Success4All volunteers and handle communication between them and Success4All staff. Some of our volunteers choose to complete a Level 3 AQA accreditation, it will be the Volunteer Coordinator’s responsibility to monitor and evaluate their performance.

As Volunteer Coordinator you will be expected to take significant responsibility and autonomy for your area of work. They will lead on the development and implementation of a new strategy for volunteer management and good practice. As a team we have weekly team catch-ups and regular one-to-one meetings. As a managing team member of Success4All you will be expected to contribute to the strategic development and delivery of Success4All’s services.

All staff and volunteers are required to adhere to strict safeguarding, health and safety and data protection procedures, as well as maintaining relationships with volunteers, learners and their families.

**Pension**

Success4All’s pension is in line with current legislation on auto-enrolment. Full details will be sent on commencement.

**Place and hours of work**

As volunteer coordinator your main place of work will be at Success4All’s offices. However, this post does require a great deal of flexibility, as you will be required to attend assemblies to recruit volunteers, or volunteer fairs as well as attend Learning Hubs to support the placement of volunteers.

This post is offered on a permanent basis, subject to ongoing funding. There will need to be flexibility to cover occasional evening or weekend work e.g. training, community events, meetings etc.

**Duties**

1. Recruit, induct and assign volunteers to provide a range of services within Success4All. To co-ordinate the recruitment of volunteers, inducting potential volunteers, assisting with volunteer applications, Disclosure and Barring Service (DBS) documentation and references.
2. To develop and deliver the volunteer training sessions.
3. Manage placements of Career Development Module (CDM) students from Newcastle or Northumbria University within the organisation. This duty will include liaising with the universities to promote Succcess4All, as well as arranging induction and training of students and being a point of contact within the organisation. You will also need to monitor and evaluate each CDM placement.
4. Organise peer support sessions for volunteers and other events to bring together the volunteers and offer support.
5. Work closely with colleagues supporting volunteers, in particular with the Learning Hub Coordinators.
6. Respond to requests from Learning Hub Coordinators for volunteer assistance, and place volunteers appropriately, matching their skills and abilities to the needs identified.
7. Develop good practice in volunteering for people who have used services previously.
8. Provide ongoing supervision and support to volunteers, and ensure their training needs are met and any need for supervision of face to face work with clients is in place with the Volunteer Coordinator or an appropriate member of staff.
9. Arrange occasional events to promote volunteering and celebrate achievements.
10. Develop and maintain monitoring and evaluation systems, produce statistics, case studies and reports as required by funders, managers and Trustees. Use the evaluation findings to develop and improve services.
11. Be administratively self-supporting, and maintain effective electronic and paper-based office information systems.
12. Authorise volunteer expenses and timesheets.
13. Promote volunteering for Success4All (this may include working with local Volunteer Centres, producing press releases, leaflets and promotional materials, liaison with the media, organising and attending occasional events etc).
14. Liaise effectively with colleagues to exchange information and promote good practice to benefit service users and Success4All. This will include attending the relevant team meetings, providing occasional support to colleagues as required, and attending other events, meetings and training.
15. Work with colleagues to develop new ways of using volunteers to meet service users’ and local needs.
16. Work with the operations manager to write bids / generate funding and ensure sustainability.
17. Promote and champion the role of volunteers, both internally and externally, so that they are respected and valued for their contribution to the organisation.
18. To participate in regular support & supervision sessions.
19. To further the aims of Success4All and its activities by working within all agreed policies, including the Equal Opportunities Policy and to operate agreed health & safety and security procedures.
20. Ensuring Success4All’s safeguarding and data protection policies are met.
21. To keep up to date with educational issues and changes in the school curriculum.
22. Liaise with key stakeholders in the community to make them aware and engage them in the Learning Hub (i.e. parents, schools, colleges, faith groups, community groups, etc).
23. To carry out, within reason, any other duties necessary to the smooth running of the service.

**All Staff of Success4All should**

1. Contribute to the whole ethos of Success4All, which aims to engage, equip and empower the families in need.
2. Promote the educational development of each child, and uphold the belief that children have the right to great education regardless of their financial background.
3. Be concerned for the well-being of each child and their family, and play an active role in following the safeguarding procedures.

**How to Apply**

To apply for the post, please email the job application form to busola@s4a.org.uk by Tuesday 16th October 2018 by noon. Interviews will be held on the 17th, 18th and 19th October 2018.

If you require further information, please contact Busola Afolabi on 0191 273 2229 or via email on busola@s4a.org.uk

*This job description may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and task but sets out the main expectations in relation to the post holder’s professional responsibilities.*