

JOB DESCRIPTION: VOLUNTEER COORDINATOR

Reports to:	Director
Hours of work:	Full time 37 hours per week (including some evenings and weekends)
Salary:	NJC Scales 14-17 including London Weighting currently £32,700
Pension:	5% employer contribution to pension, 3% employee contribution
Annual leave:	25 days plus bank holidays
Based at:	Premises in Well Street, E9 and Clapton, E5

PURPOSE OF THE ROLE

To coordinate the Hackney Night Shelter Volunteer Programme. Recruiting, inducting and supporting up to 250 volunteers, managing a rota covering the shifts at the two night shelters.

Hackney Night shelter operates emergency accommodation and support for homeless people across two venues. As a small charity, we have a high dependency on the role of volunteer support in helping us deliver the service.

The charity has a very small team of paid staff and we expect people to be highly flexible in their roles, with a “can do” attitude, willing to turn their hand to anything that needs to be done. This role description therefore provides only a summary of the main duties and other tasks may be required.

Key responsibilities and duties

Shelter Volunteers

- Manage the volunteer rotas for both the night shelter and the women’s project
- Make and maintain contact with volunteers by email and/or phone to ensure all shifts are covered
- Identify gaps in the rota and fill those from the volunteer base
- Manage catering volunteers and providers at the night shelters, including food deliveries
- Oversee volunteer recruitment, induction, training
- Main point of contact for shelter volunteers
- Respond to new volunteer enquiries
- Build and maintain excellent working relationships and communications with volunteers
- Maintain accurate up to date volunteer records and database in compliance with GDPR

Community Volunteers and Events

- Organise training, learning and social events for volunteers
- Engage volunteers in topics relevant to homelessness
- Facilitate and support connections and communications between volunteers
- Encourage volunteer involvement with specialist projects (e.g. gardening, property maintenance), events and other activities
- Promote volunteering opportunities to corporates and the wider community

General

- Ensure and support volunteers with adherence to Hackney Doorway’s policies and procedures
- Participate in training, supervision and team meetings
- Represent Hackney Doorways in a professional manner at all times



PERSON SPECIFICATION		
	Essential	Desirable
QUALIFICATIONS AND EXPERIENCE		
A good standard of education	✓	
Experience of volunteering	✓	
Experience of organising events		✓
Experience of using databases		✓
SKILLS		
Excellent interpersonal skills, including an ability to work with guests, teams of volunteers	✓	
Ability to maintain good communications and working relationships with staff and volunteers	✓	
Good administrative skills and ability to organise time effectively and manage a busy workload	✓	
Excellent written and oral communications skills including the ability to communicate with volunteers, guests and professionals from a variety of fields of expertise	✓	
Computer literacy with experience of using Microsoft Office	✓	
KNOWLEDGE, UNDERSTANDING AND OTHER		
Ability to maintain confidentiality and appropriate professional boundaries	✓	
Understanding of and empathy with the needs of marginalised and vulnerable people	✓	
An understanding of and commitment to equality, diversity and anti-discriminatory practice	✓	
Commitment to the vision and values of the charity	✓	

Application Process:

Please send a CV and a covering letter, outlining how the above person specification is met to:

jobs@hackneydoorways.org.uk

Appointment will be subject to the receipt of satisfactory references and DBS check

With a six month probationary period

Closing date: 6th October 2024