

Job description and person specification

MAS Volunteer Co-ordinator			
Salary level	2b	Job reference number	3300
Department	MAS	Directorate	MAS/CES
Work location	Hub footprint	Reports to	Hub Manager
Role duration	Fixed-term to 31st March 2023	Last updated	April 2016

Scale and scope of role

Direct reports	0	Indirect reports	0
Budgetary responsibility / accountability	0	Accountability for other resources	0
Reach and impact	The volunteer co-ordinator ensures a high standard of volunteer management and team leadership to create, supervise and support a service delivery team in each spoke.		

Context

The British Red Cross helps people in crisis, whoever and wherever they are. We are part of a global voluntary network, responding to conflicts, natural disasters and individual emergencies. 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. Within the UK, the British Red Cross currently operates through over 4000 staff and over 20,000 volunteers.

The Mobility Aids Service (MAS) supports people who need short-term loans of wheelchairs and other equipment to remain living independently. The MAS works on a hub and spoke logistics basis with hubs undertaking cleaning, maintenance and administration and spokes maintaining a high standard of service user interaction and support.

Overall purpose of the role

The volunteer co-ordinator is responsible for the day to day operations of the spokes within their location. They line manage all volunteers who give their time within those spokes and are responsible for the recruitment, training, supervision and support of volunteers. They are also responsible for maintaining volunteer records, rosters and delivery schedules to ensure that service users receive high levels of customer service face to face.

Principal responsibilities

1. Volunteer team management

- > Volunteers receive line management support and supervision, either directly or via team leaders
- > Volunteer complaints, issues and concerns are handled sensitively and within national policy and procedures
- > Volunteers are recruited to the service following recruitment and selection policies and procedures
- > Volunteer teams are trained and competent to deliver high quality service
- > The number of trained volunteers in each role is adequate to provide the service and meet service user need
- > Team leaders are supported and empowered to take responsibility for day to day running of the spoke operations as appropriate

2. Service delivery

- > The spokes are managed in line with national standards, policies and procedures including the customer presentation, opening times and the development of delivery options
- > Local marketing is undertaken when and where required and local relationships with hospitals and referring agencies are positive
- > Local relationships with funders and commissioners are built and maintained as needed
- > Volunteer teams are organised appropriately to cover the needs of the service user and rosters are accurate and managed
- > The activities of the Hub Manager role are covered appropriately in their absence
- > Feedback regarding service improvement and innovation is shared at appropriate levels
- > Collaborative relationships with local area management and staff are built and maintained

3. Administration/ Record keeping

- > The stock control system, run via the Beneficiary Relationship Management system, is up to date and equipment entries are accurate
- > Storage areas are kept clean and safe and follow health and safety policies and procedures
- > Volunteer personal information and training records are accurate and up to date and held in line with our Information Governance policies and procedures

- > Reports are accurate and meet the needs of senior management
- > Service user feedback is collected, collated and reported accurately
- > Records are accurate, timely and appropriately input into BRMS (Beneficiary Relationship Management System) and any other agreed IT systems in line with organisational procedures and approaches

4. Team member

- > Colleagues supported as required
- > Contributes effectively to team meetings
- > National procedures and guidance followed to ensure a safe, effective and efficient environment
- > Training and development undertaken to develop and grow the role and individual and improve performance
- > Staff and resources managed effectively in accordance with BRC policies and procedures

Staff may not unreasonably refuse a request to undertake any task which is appropriate to their level for which they have the necessary skills and/or experience. Any resulting change to their objectives and priorities will be discussed and confirmed with their line manager.

Person specification

NB this document will be used to develop a short list of applicants for any vacancy for this role and then be used in the subsequent selection process. It will then form the basis of a development plan for an individual appointed to this role.

	Requirements
Skills	<ul style="list-style-type: none"> > Computer literate with ability to work with online stock management system and Microsoft office** > Ability to support people to access the service who may be in crisis or in a state of distress > Volunteer management/team building skills ** > Ability to lead a team ** > Good inter-personal and communication skills ** > Able to prioritise tasks and manage workload under pressure ** > Ability to use own initiative when dealing with problems and willingness to seek advice when needed > Ability to deal with queries in a diplomatic,

	<p>professional and confidential manner</p> <ul style="list-style-type: none"> > Ability to plan/organise own workload and that of others **
Knowledge (including education and training)	<ul style="list-style-type: none"> > Volunteer management qualification, equivalent by experience or willing to undertake the Red Cross Volunteer Management course within 3 months ** > Educated to GCSE level or equivalent by experience
Experience	<ul style="list-style-type: none"> > Experience of working with minimum supervision > Experience of customer service > Experience of working in a busy office environment with competing pressures > Experience of volunteer management or managing a small team ** > Maintaining computerised and manual records > Responding effectively to e-mails, letters and documents > Experience of working remotely or covering a geographical area > Experience of workforce planning and scheduling
Behaviours	<p>FOCUSSING ON PEOPLE IN CRISIS</p> <ul style="list-style-type: none"> > Thinks from a people in crisis perspective <p>ACCOUNTABLE FOR RESOURCES</p> <ul style="list-style-type: none"> > Challenges others to be more commercial and value-for-money focussed in their thinking <p>SEEKING INSIGHT</p> <ul style="list-style-type: none"> > Asks relevant questions of the people who are in the position to respond, such as people who are directly involved <p>EMBRACING AND LEADING CHANGE</p> <ul style="list-style-type: none"> > Overcomes obstacles and deals with resistance around doing things differently, sensitively and respectfully <p>WORKING COLLABORATIVELY</p> <ul style="list-style-type: none"> > Involves others by encouraging participation in order to develop agreed solutions

	<p>COMMUNICATING AND INFLUENCING</p> <ul style="list-style-type: none"> > Demonstrates an ability to build a shared understanding by communicating openly and honestly, responding appropriately and giving explanations <p>LEADING AND ENGAGING</p> <ul style="list-style-type: none"> > Supports and motivates others and demonstrates fairness in order to achieve shared objectives <p>DEVELOPING YOURSELF AND OTHERS</p> <ul style="list-style-type: none"> > Facilitates on-going learning and development for themselves and others by prioritising development and promoting, supporting and making available developmental opportunities and evaluating their effectiveness <p>SOLUTION FOCUSED</p> <ul style="list-style-type: none"> > Proposes solutions based on a logical evaluation of available information <p>MANAGING PERSONAL IMPACT</p> <ul style="list-style-type: none"> > Role models good behaviour to achieve the organisations vision
<p>Additional requirements</p>	<ul style="list-style-type: none"> > Demonstrate an understanding of the Red Cross Fundamental Principles and examples of acting in accordance with the Society's obligations and values (inclusive, compassionate, courageous, and dynamic). > Adhere to BRC equal opportunities and anti-discriminatory policies and promote diversity > Confidence covering a geographical area and willingness to travel regularly between spokes and to and from the hub > Ability to travel within the area **

*NB All disabled candidates who meet the minimum criteria, denoted by **, will be short-listed for interview in line with our commitment under the two-tick symbol scheme.*