**JOB DESCRIPTION**

Job title: Volunteer Coordinator

Reporting to: Support Network Manager

Working hours: Full time/ 37.5 hrs a week

Location: Marylebone, London – temporarily working from home

Contract: 18 month contract

Annual salary: £27,000 - £29,000 (including London Weighting), depending on experience

Closing date for applications: 9am, Monday 7th September 2020

Interview date: 14th September 2020. Interviews will take place virtually.

We have an exciting opportunity for an experienced Volunteer Coordinator to join our small team at Endometriosis UK. This is a crucial role to enable the organisation to make a real difference for all those with the disease - 10% of women and those assigned female at birth. You will lead on our volunteer recruitment, training and devlopment activites, enabling the charity to grow and further support all those affected by endometriosis.

At Endometriosis UK, our team of over 100 trained volunteers are at the very centre of what we do. The empathy, generosity and commitment of our volunteers enables us to run all of our support services, ensuring we can help and support all those affected by endometriosis. Excellent relationships with and development of our volunteers is vital to ensuring their continuation in their volunteer roles and ongoing wellbeing, and our success in supporting those with the disease. We offer a helpline, an online and local network of support groups, and a HealthUnlocked forum, all of which are facilitated by our amazing volunteers. We’re a small team with big ideas; proud of our achievements and with exciting plans for the next year. Covid-19 has seen us adapt our services including supporting our Support Groups to hold virtual meeitngs, online volunteer training, and delivering online webinars which we’re keen to expand. In other areas, we are planning a range of activities and campaigns aimed at improving treatment and management of endometriosis, and reductions in diagnosis time.

We’re looking for a friendly, empathetic and confident individual who can build excellent relationships and has experience of working with frontline volunteers to deliver support services. This crucial role will lead the recruitment, training, induction, support and ongoing development of our team of volunteers. The post holder will lead on identifying service needs and manage the recruitment and training cycle, as well as ensuring volunteers know organisational priorities, are supported to deliver their roles and supervised appropriately. You will plan and facilitate quarterly new volunteer training events to ensure that volunteers are equipped with the skills needed in their role, while focusing on their ongoing development. For existing volunteers, you’ll be designing and facilitating refresher training events. The post holder will work closely with the Support Network Manager and Support Network Officer to plan, monitor and evaluate our support services, their successes and areas for development. The role is varied and the post holder will work with colleagues across the organisation.

In this role you will:

1. Recruit, train, induct and support volunteers within Endometriosis UK’s support services, including our Helpline, Support Groups and our HealthUnlocked forum.
2. Ensuring ongoing monitoring, support and development of all volunteers, both ad-hoc and as part of regular scheduled supervision depending on the volunteer role
3. Design and develop training programmes and lead on the facilitation of in-person and online training sessions
4. Review, monitor and develop services in response to community and organisational need
5. Plan and deliver training and other support events, working closely with the Support Network Officer
6. Maintain volunteer and training related documents, and ensure documents and resources for volunteers are up to date
7. Ensure the ongoing collection and analysis of volunteer and service data for internal and external use
8. Assist with maintaining the charity database (CiviCRM), ensuring accuracy and consistency across records.
9. Maintaining up-to-date recording and filing systems, both manual and electronic as appropriate.
10. Support the CEO, Support Network Manager and colleagues to ensure the smooth running of the charity. We are a small, busy charity, and all staff help with the general running of the organisation in addition to their specific role activities.
11. Undertaking any other duties commensurate with the general level of responsibility of the post.

The post holder will not have line-management responsibility but will work closely with the Support Network Officer, who provides administrative support, to ensure smooth running of the team.

**ABOUT YOU:**

Our Volunteer Coordinator must be a motivated, organised and proactive individual to support the organisation, our volunteers and service users. Excellent communication skills in person, email and on the phone are essential and you must be a people person who is empathetic and non-judgmental. You’ll have experience of recruiting and working with frontline volunteers and delivering support services, along with a great understanding of how to support volunteers and their motivations. Computing skills are required including a familiarity with Microsoft products and using a CRM database; excellent and efficient administration experience and a proactive organised approach to your workload is necessary.

You don’t need to have prior knowledge of endometriosis however if not you will have to be keen to learn, and have a demonstrable interest in women’s health and empathy with our mission. Please note that this is a very ‘hands on’ role; we are a small organisation and the post holder will need to be comfortable undertaking a range of duties at all levels to get things done.

Due to Covid-19 the team are currently home-working. It is envisaged that there will be a return to office working for January 2021, subject to the ongoing situation and advice.

**Person specification:**

1. Experience and confidence in recruiting, managing and nurturing volunteers to deliver services
2. A proven track record of managing volunteer led support services and identifying development needs
3. Evidence of successfully developing relationships with volunteers and community groups
4. Experience of writing, planning and delivering successful training programmes
5. Experience of creating resources and documentation to support volunteers and service users
6. Excellent written and verbal communicate skills, with proven ability to produce high quality written work and ability to communicate to a diverse range of audiences
7. Understanding of volunteer related policy and good practice
8. Experience of evaluating, monitoring and reporting on services
9. Strong IT skills, including standard Microsoft Office packages, databases and spreadsheets.
10. Excellent attention to detail
11. Excellent planning and organisational skills
12. Excellent time management skills and ability to prioritise effectively
13. Good interpersonal skills, with a flexible, proactive and positive attitude, and ability to build relationshps
14. Ability to work creatively and professionally within a small team
15. Empathy with the mission and vision of Endometriosis UK
16. Willingness to undertake travel around the UK, and some evening & weekend work.

**ABOUT US:**

Endometriosis UK is the leading UK charity that supports women living with endometriosis. Formed in 1981, we offer information and support to women with endometriosis, for example through our website and information leaflets, and via our support groups, helpline and online forum. As well as directly supporting those with endometriosis, we work to raise awareness of endometriosis amongst healthcare professionals, the public and the media; lobby for improved treatment and management; and support research. Current campaigns include getting menstrual wellbeing taught in schools throughout the UK, improving diagnosis via GP awareness and education, and for implementation of the NICE guidelines on endometriosis across the UK in order to deliver better treatment and care.

We have a big job to do and ambitious plans. Keeping our volunteers and service users engaged and supported will allow us to deliver our activities and support as many with endometriosis as possible.

To apply please submit a CV and maximum two-page cover letter outlining how you meet the person specification and why you’re interested in the post. The closing date is 9am on Monday 7th September and interviews will be held on Monday 14th September, over a virtual platform. Applications should be submitted to [supportmanager@endometriosis-uk.org](mailto:supportmanager@endometriosis-uk.org).