



ellenor.^x
hospice care in your home or ours

Job Description

Volunteer Co-Ordinator

ellenor.org



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Registered Charity No: 1121561

[@ellenorcharity](https://www.instagram.com/ellenorcharity)



Job Title: Volunteer Co-Ordinator (Permanent)

Department: Income Generation

Contract Terms: 22.5 hours per week

Salary: £26,761- 30,094 pro rata (dependant on experience)

Location: **ellenor** Hospice, Gravesend, DA11 7HQ and Hybrid working

Responsible To: Head of Supporter Engagement

Accountable To: Director of Income Generation

Manages: N/A

About

Us: **ellenor** is a Hospice charity in Gravesend supporting a core population of 270,000 people in North Kent and Bexley including over 45,000 adults aged 65 and above. Our Children's services extend to Bexley covering a population of around 250,000.

The organisation has an In-patient Ward, at the Hospice in Northfleet. The service also has adult, children and young people's community services and a range of out-patient and wellbeing services all supported and delivered through a multi-disciplinary team (MDT).

Our non-clinical teams play an essential role in supporting our charity. From our fundraising and supporter care team to our retail shops and warehouse operations, they help raise vital funds to further our mission. Our office teams ensure the smooth running of all departments, providing invaluable support to both staff and volunteers.

Our Vision: We are dedicated to enabling every person we support to have a seamless and personal experience, that meets their needs and wishes.

Our Mission: We are respecting patients' dignity and independence, providing quality care and supporting them and their families to live with life limiting illnesses in their homes or our Hospice.

Our Values: We are inclusive, we are caring, we are focused.



Scope and Job Purpose:

This role plays a vital part in supporting all of **ellenor's** operations by leading the day-to-day administration of the volunteers. This will include recruitment, onboarding, stewarding, recognising and rewarding their valuable support.

The post holder will deliver a meaningful experience for our volunteers and as part of our strategy grow our network to support our increasing requirements. Volunteers play a pivotal role in supporting every aspect of our vital work with hundreds of individuals generously volunteering their time, skills and passion. We are seeking a positive and enthusiastic individual to help make a difference.

You will work cross team with managers to actively recruit and attract support to meet the needs of the organisation. You will foster connections within communities and organisations across the community to promote and actively engage new skills. Using your creativity and enthusiasm, you will support volunteers in providing a range of meaningful volunteer opportunities and acknowledge thanks for their commitment and support.



Main Duties and Responsibilities:

Recruitment, Selection and Induction:

- Be the first point of contact for volunteering enquiries and applications, ensuring a seamless onboarding process.

Volunteer Support and Supervision:

- Ensure volunteers undergo an appropriate selection process prior to commencement.
- Act as the central point of contact for all volunteers at **ellenor**, offering guidance and support.
- Maximise Duke of Edinburgh, student and work experience placements to engage young people in positive short-term experiences.
- In partnership with the Education Team deliver volunteer induction and statutory & mandatory training and ensure all volunteer training is maintained and updated.
- Update the Volunteer Strategy to ensure it supports the delivery of the strategy and
- Actively work with teams to identify needs and create meaningful roles to promote and advertise appropriately.
- Be the first point of contact for volunteering enquiries and applications, ensuring a seamless onboarding process.
- Ensure the appropriate level of Disclosure and Barring Service (DBS) checks are obtained prior to starting and every three years thereafter.

Team Collaboration:

- Provide staff with proactive support and best practices for volunteer management, engagement and stewardship.
- Support Managers to design volunteer role profiles and risk assessments that reflect the tasks to be undertaken, and the qualities required.
- Working with Managers to seamlessly integrate volunteers into their departments.
- Work with Managers to deliver a calendar of activities suitable for volunteers to engage with.
- Collaborate with Marketing and Communications to create engaging recruitment campaigns that attract diverse and underrepresented volunteers

Operational Duties:

- Maintain GDPR-compliant volunteer records and track hours and duties to support KPI reporting and demonstrate volunteer impact.
- Rewarding and recognising service through exemplary stewardship ensuring co-ordination of annual volunteer events.



Reporting and Insight

- Provide regular reports for internal stakeholders driven by data from recruitment, engagement, retention and contribution.
- Help identify opportunities to improve the volunteer journey using data insights.
- Conduct assessments and evaluations on volunteer activities to continually monitor, review and update policies and procedures.

Database Support and User Training

- Act as the first point of contact for the volunteer management system.
- Assist with data audits, Subject Access Requests, and data removal processes when necessary.

Development, Education and Training:

- Undertake mandatory training as ellenor requires and participate in appropriate education, learning and development.
- Undertake an appraisal annually and through self-development, continuously update and improve knowledge and competencies.
- Co-operate fully introducing any new technology and new methods of working as appropriate.
- Take on any other duties that may be reasonably requested.
- Actively contribute to a culture of resourcefulness and best practice to make the best use of time, skills and expenditure.

Governance:

- Always follow relevant governing bodies, including GDPR compliance.
- Keeping up to date on key trends and best practice.
- Maintain confidentiality of all information acquired. This includes supporters, patients, carers, staff and volunteers.
- Take responsibility for being up to date with current ellenor policies and procedures, adhere to these, input into reviews where relevant and be aware of guidelines stated in the staff handbook.
- Maintain and monitor input of high-quality data on Donorflex ensuring information is collected and recorded in accordance with the Data Protection Act. Follow all regulations regarding data handling and processing.

Health and Safety:

- The post holder has the responsibility to take reasonable care of self and others in relation to managing risk, health and safety and will be required to work within the appropriate policies and procedures.

This job description is not intended to be restrictive but is an outline of the main duties. The job description will be reviewed periodically to consider developments in the organisation, department or role.

Person Specification:

(All criteria are essential unless stated otherwise)

Education / Qualifications:

- Educated to GCSE level or equivalent qualification, including Maths and English at Grade C or above.

Experience:

- Strong leadership, strategic thinking, and organizational skills
- Proven experience working with volunteers and a passion for volunteering
- In-depth knowledge of current volunteering trends, challenges, and solutions
- Skilled in using volunteer management systems or CRMs
- Successful track record in volunteer recruitment and engagement campaigns
- Effective relationship builder, able to tailor approach to diverse audiences
- Accurate data recording and reporting skills with the ability to meet deadlines
- Confident in facilitating group sessions and encouraging participation
- Excellent verbal and written communication; adaptable style as needed
- Self-motivated and deadline-driven, while also a strong team player
- Experienced in managing systems for monitoring volunteers and trainees
- Good understanding of health and safety procedures
- Background in supporting training and skill development for volunteers/trainees
- Proficient in Microsoft Office (Word, Excel, Outlook, PowerPoint)
- Full, clean driving license with daily access to a car
- Flexible and willing to work evenings/weekends as needed for events

Knowledge, Skills and Attributes:

- Able to work collaboratively as part of a team and independently when required, with good organisational and time management skills
- A strong communicator with a solution-focused, collaborative approach
- Build connections with a diverse range of people through exceptional interpersonal skills and empathy.
- Approach tasks with positivity and enthusiasm, inspiring others to get involved to achieve a positive relations environment.
- Strong administrative skills and ability to work independently.

