**Template for Volunteer Coordinator role description**

This is a template and should be adapted to suit the needs of the organisation. The **text in bold** is a suggested framework for the role description and *the text in italics* gives examples of the information that might be given under each heading.

It’s worth taking time to recruit the right person (or people) into this role – an effective Volunteer Coordinator can make a real difference to recruiting, retaining, recognising, and rewarding the organisation’s voluntary workforce.

**Disclaimer: Please remember that our resources reflect core governance principles and good practice but do not constitute legal advice.**

**Volunteer Coordinator**

**About this role**

*Our organisation depends very heavily on volunteers who carry out a wide range of roles, from managing the club, running activities, fundraising, providing refreshments and a whole lot more.*

*We value and respect the time that our volunteers give, and we aim to ensure that their experience as volunteers is positive and rewarding. The Volunteer Coordinator’s role is central to achieving this aim.*

**What will you be doing?**

* *Help to identify when new volunteers are needed and what skills, knowledge, and experience are needed for the roles.*
* *Help to recruit volunteers from within membership, families and the local community*
* *Act as the first point of contact for our volunteers, helping to solve any issues or problems they may experience in their role*
* *Get to know each volunteer and what they are looking for from their voluntary role*
* *Introduce new volunteers to their role and other volunteers doing a similar role*
* *Check in with volunteers routinely to see how they are settling in and to ensure that they feel that their time is being valued - and just to say Thank You*
* *Identify and offer alternative roles when volunteers are ready for a change, or the next challenge*
* *Act as administrator for the volunteer WhatsApp group/Facebook page/Newsletter*
* *Help to raise the profile of our volunteers across the organisation*
* *Help to organise Volunteer Awards/Celebration events*

**What experience, skills and knowledge will you need?**

**You will need to have:**

* *Good interpersonal skills – an interest in people and what motivates them to volunteer*
* *Be able to maintain confidentiality when necessary*
* *Good communication skills – making people feel welcome and valued*
* *Good organisational skills - managing rosters, events, contact details etc*
* *An understanding of the organisation, how it operates, its plans, policies, and people*
* *Be comfortable using social media in line with our safeguarding and general data protection policies*

**What support can you expect?**

* *X has clear policies about the way volunteers are recruited, engaged, and supported*
* *The volunteer welcome pack sets out the way in which we will introduce volunteers to their role and what they can expect. This has the full support of the committee/management group/paid staff, and we will provide the resources to enable you to carry out your role.*
* *X is committed to investing in volunteers through training, volunteer events and awards*
* *XXXXX as the outgoing Volunteer Coordinator/ YYYYY as the committee member with the remit for volunteers/ will help you to settle into your role*

**Regular review**

* *This role is reviewed at least once a year to make sure that it continues to be practical, achievable, and meet the organisation’s needs.*