

Role Outline

Job Title: Tamar Volunteer Coordinator
Band: Band 4
Pay: FTE Salary £21,871.80 LLA £3,940 pro rata
Department: Serve the City - Tamar
Type of contract: 2 year fixed-term, subject to a three-month probationary period
Hours: 3 days per week (flexible hours including evenings and occasional weekends)
Reports to: Operations Manager
Annual Leave: 25 days pro rata, plus bank holidays

Key Relationships

Line managed by:

- Operations Manager

Other key relationships:

- Tamar staff, volunteer team leaders and members, All Souls admin and support staff.

Job Summary

- Provide support to the day-to-day Tamar ministry by running all aspects of volunteer coordination and volunteer visiting.
- Responsible for recruiting and supporting volunteers for all the serving areas of Tamar.
- Responsible for interviewing, inducting and training volunteers to fulfil the various roles within Tamar.

Person Specification

| Attribute | Essential | Desirable |
|------------------------------|--|---|
| Education/ Qualifications | <ul style="list-style-type: none">• 2 A-levels or Diploma equivalent | <ul style="list-style-type: none">• Graduate or equivalent knowledge and experience |

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| <p>Experience and Proven Skills</p> | <ul style="list-style-type: none"> ● Excellent interpersonal skills and pastoral experience ● Strong team leadership skills with experience of managing volunteers ● Experience of recruiting volunteers ● Experience of developing and delivering volunteer training to groups and one to one ● Ability to communicate effectively both orally and in writing to people from a variety of cultural background ● IT & word processing skills (Microsoft, Apple, Google docs) | <ul style="list-style-type: none"> ● HR and staff training experience ● Experience of working with people at risk ● Ability to discern suitable volunteers & develop their potential |
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| <p>Personal Qualities</p> | <ul style="list-style-type: none"> ● Totally committed to the evangelical Christian stance and mission of the Evangelical Alliance's Statement of Faith ● An active member of a local church & involved in service within the church ● Proactive, with the ability to draw out the gifts of others and delegate ● Excellent organisational and time management skills which demonstrate a structured approach with attention to detail, and an ability to prioritise and use initiative to balance the various demands of the job. ● Resilient, with an ability to handle pressurised situations with calm, tact and wisdom ● Emotionally mature with the ability to self-reflect and engage in counselling when necessary ● A hard worker with a servant-hearted ● A customer service focus ● A flexible team player ● Genuine passion for and commitment to working with this client group | <ul style="list-style-type: none"> ● Resourceful |
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Job Description

A. Volunteer Coordination

- Recruit volunteers for the different serving areas in Tamar from within All Souls and the partner churches
- Interview, induct and train new volunteers
- Ensure sufficient volunteer numbers and a 'pipeline' of volunteers across serving areas
- Plan and action training for existing volunteers in line with the needs of Tamar
- Ensure that all safeguarding requirements are fulfilled for the ministry
- Maintain and update training materials, provide materials that are user friendly and relevant
- Ensure volunteers are effectively managed by their team leaders
- Ensure volunteers are empowered to fulfil their roles and responsibilities
- Ensure good communication between the different serving areas
- Ensure outreach and one-to-one teams have adequate pastoral support
- Escalate all pastoral matters arising in the teams to the Operations Manager & Head of Tamar efficiently
- Be responsible for managing the off-street outreach evening every other Thursday evening

B. Administration

- Ensure all volunteers keep up to date with training using a training matrix
- Ensure practises and procedures for volunteers fulfil the Tamar strategy of working with excellence
- Manage and run volunteer rotas
- Coordinate arrangements for one-to-one support
- Ensure the outreach and one to one data records are kept up to date and are accessible for reporting and analysis
- Ensure Tamar volunteer processes and procedures are in line with All Souls Serve the City and the law
- Ensure all volunteers follow safeguarding and data protection regulations and Tamar code of practice
- Contribute to developing processes for recruitment, training and coordination of volunteers

C. Other

- Support Head of Tamar/Operations Manager in other areas of the ministry as needed
- Attend All Souls staff meetings as required

Personal and Professional Development

- Participate in annual appraisal & 6 monthly role review process of your personal role and ministry in the organisation
- Participate in personal and professional development opportunities as agreed during your appraisal
- Participate in the staff team training monthly as well as any other training as advised by your line manager
- Attend monthly supervision meetings

Application Details

There is an occupational requirement that the job-holder is a Christian and is a female under the Part 1 of Schedule 9 to the Equality Act 2010.

Safeguarding: conditional offers will be made pending the successful completion of a DBS check which will be processed by All Souls

Please submit completed applications to recruitment@allsouls.org

Completed applications should include:

- a. A completed application form, available from www.allsouls.org/vacancies
- b. A CV
- c. A cover letter explaining why the role is of interest to you and why you are suitable for the position.

Application closing date: 5pm: 26th July
Interviews: TBC
Start Date: As soon as available