Dòchas Carers Centre SCIO
Supporting Unpaid Carers

Job Description: Volunteer Coordinator

Position: Volunteer Coordinator
Location: Dochas Carers Centre, 50 Campbell Street, Lochgilphead, PA31 8JU / Hybrid
Hours: 15 hours a week
Salary: £15.90 per hour, £28,938 prorata
Reports to: Centre Manager

About the Organisation

Dòchas Carers Centre is dedicated to supporting unpaid adult carers by providing practical support, information, opportunities for connection and services that improve wellbeing across Mid Argyll, Kintyre and the Islands.

Role Purpose

To develop, coordinate and support volunteering at Dòchas Carers Centre, recruiting, training and supporting volunteers to enhance the support, opportunities and activities available to unpaid carers. The postholder will help build and sustain a diverse and engaged volunteer workforce across Mid Argyll, Kintyre and the Islands.

Key Responsibilities

Volunteer Recruitment & Engagement

- Coordinate the recruitment of volunteers across Dòchas Carers Centre.
- Promote volunteering opportunities through community outreach, social media, local networks and partner organisations.
- Develop and maintain a pipeline of prospective volunteers.
- Ensure all volunteers are safely recruited in line with organisational policies and procedures.

Volunteer Induction, Training & Development

- Coordinate volunteer inductions and onboarding processes.
- Identify training needs and arrange appropriate learning and development opportunities.
- Maintain accurate training records and support volunteers to develop their skills and confidence.
- Promote a culture of continuous learning and personal development.

Volunteer Support & Retention

- Provide regular support, guidance and supervision to volunteers.
- Act as the main point of contact for volunteer enquiries and concerns.
- Foster a positive, inclusive and rewarding volunteer experience.

- Gather volunteer feedback and use this to improve volunteer involvement and satisfaction.
- Develop initiatives to promote volunteer wellbeing, engagement and retention.

Recognition & Volunteer Events

- Coordinate volunteer recognition and appreciation activities throughout the year.
- Coordinate the organisation's involvement in Volunteers' Week and other relevant campaigns.
- Organise volunteer meetings, networking opportunities and celebratory events.
- Share volunteer stories and achievements to recognise contributions and promote volunteering.

Volunteer Growth & Development

- Identify opportunities to expand and diversify volunteering across Dòchas.
- Develop new volunteer roles and opportunities.
- Build relationships with local communities, employers and partner organisations to promote volunteering.
- Contribute to the development of volunteer policies, procedures and good practice.
- Support the development and delivery of a Volunteer Development Plan.

Administration & Compliance

- Maintain accurate volunteer records and databases.
- Coordinate PVG checks, references and onboarding documentation.
- Ensure volunteering activities comply with safeguarding, health and safety, data protection and organisational requirements.
- Monitor and report on volunteer recruitment, retention, participation and impact.
- Use feedback and data to inform continuous improvement and demonstrate the value of volunteering to funders and stakeholders.
- Prepare monitoring information and reports for management, trustees and funders as required.

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Person Specification

Essential Knowledge & Experience

- Experience of volunteer management or development.
- Experience of recruiting, supporting, supervising or coordinating volunteers, staff, members or community participants.
- Experience of building positive relationships with a range of people from different backgrounds.
- Experience of organising events, training sessions, meetings or volunteer activities.
- Experience of maintaining accurate records and managing administrative processes.
- Understanding of the factors that motivate and retain volunteers.
- Knowledge of safeguarding, confidentiality and professional boundaries.
- Experience of using Microsoft Office and digital communication tools.

Essential Skills & Abilities

- Excellent interpersonal and communication skills.
- Ability to engage, motivate and inspire volunteers.
- Strong organisational and time management skills.
- Ability to work independently and manage competing priorities.
- Ability to plan, coordinate and deliver volunteer recruitment activities.
- Ability to organise training, events and volunteer recognition activities.
- Ability to build effective partnerships with community organisations and stakeholders.
- Ability to maintain accurate records and produce monitoring information.
- Ability to solve problems and respond appropriately to challenges.
- Commitment to equality, diversity and inclusion.

Essential Personal Qualities

- Enthusiastic and approachable.
- Self-motivated and proactive.
- Reliable and well organised.
- Supportive and encouraging of others.
- Flexible and adaptable.
- Committed to the values and aims of Dòchas Carers Centre.

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Passionate about the positive impact of volunteering on the lives of unpaid carers and local communities.

Desirable Knowledge & Experience

- Experience of working within the third sector.
- Experience of delivering training or facilitating group learning.
- Experience of recruiting and promoting volunteering opportunities.
- Experience of coordinating community projects or initiatives.
- Understanding of the challenges facing unpaid carers.
- Knowledge of the communities of Mid Argyll, Kintyre and the Islands.
- Experience of using social media and digital platforms for recruitment and engagement.
- Experience of preparing reports for funders, trustees or management.

Qualifications

Essential

- Educated to SCQF Level 6 (or equivalent) or able to demonstrate equivalent relevant experience.

Desirable

- Qualification in Community Development, Volunteer Management, Training, Social Care, Youth Work, Community Learning & Development, or a related field.