

Job Title: Volunteer Coordinator

Location: Mid & South Essex

Reports to: Volunteer Manager

Salary: £21,918 (F.T.E. £27,397.50)

Job Type: Part-Time, Permanent (30 hours per week)

About Us:

Hamelin exists to reimagine life for individuals with learning disabilities and autism, enabling limitless possibilities. Our mission is to build inclusive, caring, and compassionate communities for autistic individuals and those with learning disabilities. By empowering and supporting these individuals, we strive to enable them to live the lives they choose.

Your New Role:

This role will provide support with the day-to-day coordination of tasks to facilitate a high-quality experience for all volunteers. This will include onboarding and recruitment of new volunteers across Hamelin as well as continued liaison to enhance the volunteer programme, working closely with the Volunteer Manager. This will ensure volunteers receive optimal support so they can provide exceptional assistance to people with learning disabilities and autistic people, thereby empowering them to identify and work towards outcomes they want to achieve.

Volunteer Coordination:

- Support the daily operations and growth of Hamelin's volunteer programme.
- Act as a central point of contact for volunteer enquiries and coordination.
- Implement strategies to grow and enhance the volunteer programme, meeting the ever-changing needs of those we support.
- Support evaluation and reporting on the volunteer programme's performance.

Volunteer Recruitment, Training and Support:

- Deliver on recruiting the right volunteers with the right skills to match the charity's needs and the needs of those who will use the service.
- Carry out all relevant recruitment, safeguarding and vetting processes.
- Coordinate appropriate induction and training for volunteers to be successful in their roles.
- Provide ongoing supervision and support to ensure volunteers are enjoying their roles at Hamelin and providing the best support for individuals using Hamelin's services.
- Support volunteers to understand Hamelin's mission, services, and their role within the charity.

Teamwork and Collaboration:

- Work in partnership with Hamelin's Volunteer Manager, the Links Project Lead and Links Project Coordinator to support the delivery and expansion of the Links project.
- Provide feedback and support to enable reporting on the performance of the volunteer programme.
- Undertake regular evaluation to ensure all volunteers feel supported, empowered, and valued.
- Foster a positive, collaborative environment aligned with Hamelin's values.

Partnership and Stakeholder Engagement:

- Identify, build and maintain strong relationships with key stakeholders, internally e.g., Service Managers and externally e.g., local community groups, volunteering hubs, colleges and universities.
- Help internal stakeholders to understand the role of volunteers and the contribution they can make.
- Communicate with various internal departments to coordinate ongoing logistical planning, including events and marketing campaigns.
- Attend volunteer fairs and community events and deliver presentations to internal and external stakeholders.
- Support the corporate volunteering programme, ensuring a positive experience with Hamelin.
- Work closely with other teams and services within the charity to ensure a unified approach to care and support.

Other Requirements:

- Work flexibly across locations in Essex, which may include occasional weekends or bank holidays.
- Complete all required training (e-learning or in-person).
- Adhere to Hamelin's policies, procedures, and quality standards.

Our Values in Action:

We're a values-driven charity, and we expect all our colleagues to truly live out our core values every day. Below, we've outlined what we're looking for in the ideal candidate.

We Think Differently

As Volunteer Coordinator, you bring creativity and flexibility to how we attract, engage, and support volunteers.

- You look for practical ways to improve volunteer experience and make volunteering accessible to everyone.
- You adapt to change with a positive attitude and find simple solutions to new challenges.
- You use feedback and ideas from volunteers to help strengthen the programme.

We Enhance Lives

You help create meaningful experiences for volunteers that, in turn, make a real difference to the people we support.

- You make sure volunteers feel valued, confident, and supported in their roles.
- You recognise and celebrate volunteers' achievements and encourage their growth.
- You work closely with others to ensure volunteering makes a positive impact.

We Are Community

You help bring people together - making volunteers, colleagues, and partners feel part of something shared.

- You build respectful, inclusive relationships with volunteers and colleagues.
- You encourage collaboration and connection across teams and projects.
- You help create an environment where everyone feels valued, listened to, and supported.

About you:

It's essential that:

- You have a proven track record of supporting volunteers.
- You have administrative and IT skills and an ability to maintain records and produce reports.
- You have empathy with volunteers and an understanding of their needs.
- You have strong interpersonal skills and the ability to deal with a diverse range of people.
- You have good organisational skills and the ability to manage a variety of tasks.
- You can deal with information in a confidential manner and respond with sensitivity.
- You hold a valid driver's license and have access to a vehicle.
- You can work flexibly across locations in Essex to fulfil the requirements of the role.

It's desirable that:

- You have experience working in a charity or non-profit organisation.
- You have links with other community services.
- You're familiar with the local community and relevant stakeholders.

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with the role of Volunteer Coordinator at Hamelin.