

JOB DESCRIPTION

Volunteer Services Coordinator

Grief Encounter was set up in December 2003 to ensure that bereaved children and their families receive the best possible support following the death of a parent, sibling and someone close. We deliver both local and national bereavement services. Please see our website for further information: www.griefencounter.org.uk

JOB TITLE:	Volunteer Services Coordinator
SALARY:	£28,000 - £30,000 per annum depending on experience
CONTRACTED HOURS:	40 hours with a 1-hour rest-break per day. Including occasional evenings and weekends
LOCATION/BASE:	Grief Encounter London Office with travel across London and to our Bristol site
RESPONSIBLE TO:	Director of Clinical Services
LINE MANAGES:	Volunteers and resources

Our Vision: A world where no child grieves alone.

Our Mission: To help bereaved children, young people and their families find hope and healing.

Our Values: are very important to us and as a member of the Grief Encounter team, you will be expected to hold these in your day to day work:



Through times of grief, we deeply understand the profound influence of community. We honour heritage, diversity and the important bonds that nurture our sense of self and our collective contributions to provide hope, healing and fulfilling lives.



We're not afraid to face grief head on and tackle difficult conversations openly and honestly with others. This gives

everyone the courage to freely express their emotions and actively participate in making a difference.



We dedicate ourselves to the lives of bereaved children and families. With unwavering resolve, we champion the needs of every child to shape hopeful futures, with care, warmth and positivity, nurturing the past, present and future lives.

JOB SUMMARY

Working directly with the Director of Clinical Services, the post-holder will provide oversight, management and development of Grief Encounter's Volunteers across the charity.

The Volunteer Services Coordinator is responsible for overseeing the recruitment, training, management, and engagement of volunteers within the organisation. The role requires strong organisational and communication skills, as well as a passion for fostering positive relationships with volunteers to ensure their success and satisfaction.

MAIN DUTIES & RESPONSIBILITIES

- Develop and implement strategies to recruit new volunteers. Advertise volunteer opportunities through various channels (social media, events, websites, etc.).
- Organise and deliver training sessions to ensure volunteers are properly equipped to perform their roles. Provide information about the organisation, policies, and procedures.
- Coordinate volunteer schedules and ensure adequate coverage for events, programs, or day-to-day operations.
- Provide ongoing support and guidance to volunteers, acting as a point of contact for queries or concerns. Ensure volunteers are fulfilling their roles effectively.
- Foster a positive, inclusive environment that encourages volunteer retention. Plan recognition events, provide regular feedback, and gather volunteers' opinions to improve the volunteer experience.
- Maintain up-to-date volunteer records, track hours worked, and generate reports when necessary.
- Ensure volunteers adhere to organisational policies, health and safety regulations, and other relevant laws.
- Maintain effective communication with volunteers, staff, and other stakeholders. Promote volunteer opportunities both internally and externally.
- Assist in the coordination of volunteer involvement in special events, fundraising activities, or community outreach initiatives.

This list is not exhaustive and includes any other duties commensurate with this post.

CONFIDENTIALITY

Attention is drawn to the confidentiality aspects of this post. Matters of a confidential nature, including information relating to clients or staff must not under any circumstances be divulged to any unauthorised person.

This job description will be reviewed as necessary to meet the needs of the service on no less than an annual basis in consultation with the post holder.

This post is subject to an enhanced search with the Criminal Records Bureau

PERSON SPECIFICATION

- Previous experience in volunteer management, customer service, or a related role.
- Strong written and verbal communication skills with the ability to engage and motivate others.
- Ability to manage multiple tasks, prioritise, and meet deadlines in a fast-paced environment.
- A friendly, approachable, and empathetic.
- Capable of building strong relationships with volunteers and colleagues.
- Ability to troubleshoot and resolve issues with volunteers or scheduling.
- Strong attention to detail, especially in maintaining accurate records and scheduling.
- Able to work collaboratively with staff and volunteers, with a focus on team success.
- Proficient in Microsoft Office and strong numeracy skills
- An understanding of and commitment to promoting diversity and inclusion within the volunteer programme.