

## JOB DESCRIPTION

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**Job Title:** Community Engagement Volunteer Coordinator

**Department:** Support, Policy & Insight

**Reporting to:** Senior Community Engagement Manager

**Location:** Home Based/ Head Office

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### PURPOSE OF ROLE:

Work alongside our Community Engagement & Volunteer Development Teams to recruit, induct, and develop a diverse team of volunteers across Wales who will deliver our community engagement activities in their areas.

You will create and manage rotas for volunteer engagement opportunities, ensuring volunteers data is captured and reported on to support our strategic aims.

### MAIN DUTIES AND RESPONSIBILITIES

- Work with the wider community engagement and volunteer teams to attract and recruit volunteers to work with us.
- Grow the number of volunteers by engaging inclusively with new and diverse audiences to attract volunteers from a variety of backgrounds, making it easier to access our opportunities and engage with us locally.
- Work alongside colleagues to support a meaningful and enriching Tenovus Cancer Care volunteer experience.
- Accurately capture, record, and update volunteer details on our volunteer database (Raiser's Edge) providing data to support to project's reporting requirements as necessary.
- Be responsible for following and putting into action our current volunteer induction, policies, processes, and codes of practice.
- Develop innovative and creative ways to recruit, manage, and support volunteers in line with best practice to ensure the operational needs of the charity are met in a timely manner.
- Engage with our retail and Sing with Us teams to identify and upskill any of their volunteers who are interested in working with us on community engagement.
- Train volunteers to deliver our community engagement activities. This includes giving training on presentation skills for those who are interested in this area of our work.

- Being the first point of contact for volunteers who need promotional materials sent to them.
- Working alongside other organisations and key stakeholders to coordinate talks and promotion opportunities.
- Creating rotas for outreach sessions in local communities and scheduling volunteers to deliver talks.
- Work with the volunteer and data team to ensure volunteer data is effectively recorded and managed. Identify improvements for collecting and using data, providing reports as required.
- Keep a record and report on the number of volunteering hours being carried out.
- Keep a record of where our promotional materials are being distributed/ displayed and where our talks are being carried out.
- Work with the wider community engagement team to identify new areas of work.
- Regularly communicate with volunteers to assess their satisfaction and address any concerns.
- Maintain an excellent knowledge of the wide range of services offered by Tenovus Cancer Care.

Prepared by: Senior Community Engagement Manager

Date Prepared: April 2024

## PERSON SPECIFICATION

	Essential	Desirable
<b>Experience &amp; Knowledge</b>		
Experience in a role that involves coaching, leading, or supervising people in a supportive and inspiring way	●	
Volunteer management, training, and development experience		●
Experience in sourcing/ recruiting people or selling/promoting an opportunity in an attractive way	●	
Familiarity with the voluntary sector in Wales		●
Experience of working with a diverse range of people where you can demonstrate an inclusive way of working with teams, groups, and individuals	●	
Experience of working with/ understanding the needs of seldom heard groups e.g. digitally excluded	●	
Experience of delivering training with the ability to confidently adapt your communication style to individuals and groups of people to convey information	●	
<b>Skills, Aptitudes &amp; Abilities</b>		

Excellent time management with the ability to manage workloads, set priorities, and meet deadlines	●	
Excellent communication and interpersonal skills, able to build rapport and relationships with a diverse range of people	●	
Full driving licence and use of own vehicle		●
Proficient in relevant Microsoft Office packages, i.e. Word, Excel, PowerPoint, etc.	●	
Good presentation skills with a proven ability to facilitate groups	●	
Good insight and data collation skills	●	
High levels of accuracy and attention to detail in all areas of work	●	
Ability to communicate in Welsh or commitment to learning		●

### **FLEXIBILITY STATEMENT**

In addition to the duties and responsibilities outlines, you must be prepared to undertake such additional duties which may result from changing circumstances, but which may not of necessity change the general character or level of responsibility to the post.

### **CONFIDENTIALITY**

Ensure, in the course of employment, complete confidentiality is maintained in respect of the Charity, its dealings, transactions, affairs and all other information relating to clients, participants, associates, staff etc. and to ensure that all information relating to the above is processed in accordance with the Data Protection Act 2018 and the EU General Data Protection Regulation ('GDPR')

### **COMPETENCE**

You are responsible for limiting your actions to those which you feel competent to undertake. If you have any doubts about your competence during the course of your duties you should immediately speak to your line manager.

### **RISK MANAGEMENT**

It is a standard element of the role and responsibility of all staff within the Charity fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

### **HEALTH AND SAFETY REQUIREMENTS**

All employees of the Charity have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Charity to meet its own legal duties and to report any hazardous situations or defective equipment.

## **SMOKING**

All employees, whilst in Tenovus Cancer Care's employment, are required to adhere to the Charity's no smoking policy. Any breach of this policy will be deemed as gross misconduct.

## **WORKING WITH VOLUNTEERS**

All employees, whilst in Tenovus Cancer Care's employment, may be required to recruit and manage volunteers. This is an expectation for all roles at Tenovus and full support will be provided by Tenovus' Volunteering department.

## **EQUAL OPPORTUNITIES**

The Charity is committed to providing equal opportunities in employment and to avoiding unlawful discrimination in employment and against customers. All employees are expected to promote equal opportunities for staff and clients in accordance with the Charity's Equal Opportunity Policy and Procedure.

## **VALUES**

The charity works within a culture that reflects the following values – Respectful, Bold, Creative, Supportive and Inspiring. All employees are expected to demonstrate and reflect these values in their day to day activities.