



VOLUNTEER PROFILE

POSITION	Volunteer Team Leader	LOCATION	Miners Court, Basset Road & Coastline House
TEAM	Volunteer Team		
VERSION	1 st	LAST UPDATED	March 2018

PURPOSE OF ROLE	To assist the Volunteer Worker with the smooth running of Coastline's Volunteer Scheme, by being a main point of contact for Volunteers based across Coastline Housing Ltd.
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KEY TASKS

1. Be a main point of contact for volunteers across Coastline.
2. Provide advice and guidance to volunteers.
3. Assist with the formal supervision of volunteers on a regular 12 weekly basis.
4. Assist with the induction of volunteers.
5. Assist in supporting volunteers to access training and development opportunities.
6. Assist with the organisation of volunteer rotas
7. Update volunteer paperwork when required.
8. Liaise with managers and staff to keep up to date of any changes which might impact volunteers. This might be in the form of attending team meetings.
9. Effectively communicate information from management/ staff/ teams to volunteers.
10. Assist with the organisation of annual volunteer celebration events, volunteer steering group meetings and the volunteer annual review.
11. Assist the Volunteer Worker with any additional administrative tasks as and when required.

DESIRABLE SKILLS

1. Leadership Skills
2. Organisational skills
3. Good use of initiative
4. Communication skills
5. Computer literate
6. Reliable

GENERAL TASKS (THIS IS STANDARD FOR ALL VOLUNTEER ROLES)

1. Represent the Company positively with all external agencies.
2. Establish, develop and maintain effective working relationships with all staff, volunteers, customers and actively promote the buddy system with active partners.
3. Ensure compliance with the Company's Health and Safety policies and procedures.
4. Continually promote equal opportunities and customer care in full compliance with the Company's policy and standards.
5. Ensure adherence to the confidentiality policy in all aspects of volunteer tasks/duties.
6. Attend and participate in meetings as required, including supervision and training.
7. Undertake specific tasks and projects as requested.
8. Manage personal 'workload'.
9. Carry out relevant tasks appropriate to this role.
10. Comply with the relevant Company and Group policies and procedures which relate to volunteers.
11. Undertake mandatory volunteer training and any additional training which is deemed necessary for your volunteer role.

REPORTING

- Reports to: Volunteer Worker

CONTACTS

Internal

- Homes and Communities Theme Lead
- Housing Services Managers and Team
- Volunteers
- Customers

External

- External agencies (statutory and voluntary)