

Job Description and Person Specification

Job Title	Training and Volunteer Coordinator – Virtual Support Service
Location	Remote – Home Based
Responsible to	Virtual Support Services Manager
Hours	35hrs per week
Contract	12 months fixed term
Salary	FTE £26,000 per annum

JOB DESCRIPTION

Purpose of the Post

The Volunteer and Training Coordinator will be responsible for the recruitment, training, induction, supervision allocation and ongoing professional development of volunteers into the Virtual Support Service (VSS).

Key responsibilities and duties

Volunteers

1. Manage the recruitment, interview and induction of all volunteers for Cruse’s Virtual Support service, including Bereavement Volunteers and External Supervisors
2. Communicate with the Cruse network of services to facilitate volunteering on the VSS
3. Oversee the process of DBS checks, replying to queries and maintaining records
4. Establish a programme of continuing professional development so that volunteers are equipped and feel valued within their roles
5. Manage the relationships with supervisors to ensure appropriate supervision and professional development of volunteers
6. Maintain database training and safeguarding logs
7. Establish a programme of events and activities to support, recognise and value volunteers
8. Ensure volunteers are using the database and adhering to Cruse confidentiality policy and GDPR requirements
9. Deal appropriately with complaints in line with Cruse policies

Training

10. Develop and complete an annual training plan, to ensure that appropriate client services can be provided
11. Coordinate volunteer training to meet service needs and best help bereaved people
12. Co-ordinate volunteer training to enable the use of the new CRM system
13. Co-ordinate the administrative planning for each of the specific training programmes in conjunction with the trainers, ensuring that the trainers are working within both the standard curriculum frameworks
14. Ensure timely registering of courses
15. Ensure that all arrangements for external speakers and trainers are appropriately managed
16. Ensure that all aspects of training provided are evaluated, and that evaluations are reflected in future planning

Other

17. Understand that safeguarding is everyone's responsibility, and be prepared to report concerns as they arise in line with Cruse policies and procedures
18. Attend relevant meetings as required by the role, convene meetings and be self-administrating.
19. Undertake such other duties and tasks as may lie within the scope of this post to ensure the effective delivery and development of Cruse Bereavement Support's services.

PERSON SPECIFICATION

Experience

Essential experience

- Experience in the Education/Health/Social Care/Voluntary/Community/Faith Sector and good understanding of the issues affecting Voluntary Sector organisations
- Experience of assessing training needs and of designing, delivering, and evaluating the effectiveness of training
- Experience of developing, delivering and managing projects on time and within budget
- Experience of managing good relationships with customers, clients or stakeholders

Desirable experience

- Experience of managing people either as volunteers, employees or contractors

Knowledge

Essential Knowledge

- Knowledge and understanding of the ethos and values of the VCF Sector and the needs of volunteers
- Knowledge and understanding of learning theory

Desirable Knowledge

- Understanding of the impact of bereavement
- A teaching, training or other relevant educational qualification

Skills

Essential Skills

- Ability to work within a team both as a member and leader of a team
- Ability to network effectively and to inspire and motivate others
- Excellent interpersonal and communication skills
- Excellent training delivery skills
- Proven ability to manage and be accountable for budgets
- Ability to be self-motivating, work with limited supervision, prioritise work and deal with competing or conflicting demands/needs and interests in an organised and methodical manner
- Excellent administrative skills and the ability to produce high quality written documents and accurate records
- Strong IT skills, including email, Excel, Word and PowerPoint
- Sensitivity to the differing needs of individuals in working within a diverse client and volunteer base
- Ability to think strategically and to develop and implement plans and meet targets
- Working knowledge of GDPR

Education and training

- Educated to A level or equivalent job related experience Personal attributes
- Ability to work outside normal working hours when required
- Willingness to be flexible and help in any task that furthers the aims of Cruse
- Ability to function well in an environment where bereavement issues are constantly under discussion

Commitment

- Commitment to Cruse Bereavement Support's mission, vision and values
- Commitment to equality of opportunity and diversity