

## Role Profile – The What, The Where, The How

<b>POSITION</b>	Volunteer Co-ordinator		
<b>TEAM</b>	Community Investment Team	<b>LOCATION</b>	Coastline House and across sites where volunteers are based.
<b>VERSION</b>	1	<b>LAST UPDATED</b>	<b>MONTH YEAR_04 2025</b>

### THE PURPOSE OF THIS ROLE IS TO

Assist the Volunteer Manager in the delivery of Coastline's Volunteer scheme, helping to support, recognise and embed volunteers across the Coastline Group, in-line with Investing in Volunteers (IiV) Standards.

### Specific Accountabilities – The Brass Tacks

You will be responsible for:

1. Supporting the Volunteer Manager and Volunteer & Partner Worker to ensure all volunteers receive a comprehensive, role specific induction.
2. Ensuring volunteers are provided with continued training and resources to enable them to carry out their role safely and effectively.
3. Providing consistent volunteer support, alongside the Volunteer Manager and Volunteer & Partner Worker, in the form of in-person one-to-ones, group sessions and phone calls depending on the volunteer's individual needs and preferences.
4. Promoting the personal development of volunteers – working with a strengths-based approach, focusing on individuals' aspirations and striving to keep volunteers motivated.
5. Raising any behavioural and/or disciplinary concerns regarding volunteers to the Volunteer Manager, to enable the Settling Differences procedure to be followed.
6. Helping the Volunteer Manager to accurately record volunteer hours, collate volunteer expense claim forms and create volunteer rotas amongst other volunteer administrative tasks.
7. Utilising IT systems to ensure accurate record keeping and reporting of volunteer impact and outcomes including social value, in-line with GDPR.
8. Assisting in the planning and delivery of recognition and celebration events for volunteers, as well as the bi-annual volunteer learning lunches.
9. Regularly promoting and communicating information regarding Coastline's Volunteer Scheme internally and externally to raise its profile. Additionally, ensuring Coastline's

website, social media, and other publications have up-to-date information regarding the volunteer scheme.

10. Working in conjunction with the Volunteer Manager to deliver the annual Volunteer Development Plan and Impact Assessment.
11. Attending the bi-annual Investing in Volunteers (liV) Steering Group, and taking an active role in ensuring the liV standards are maintained.
12. Encouraging volunteers to feedback on services through: meetings, supervisions, exit surveys, consultation events and satisfaction surveys.
13. Ensuring that all volunteers and customers are effectively protected from abuse or neglect, safeguarding the dignity, quality of life and safety of all.

## Person Specification – The Who

### PERSONAL SKILLS AND QUALITIES

At Coastline we are more concerned with how you work and what you bring to the role over formal qualifications or criteria.

#### **Specifically, what we're looking for is someone who:**

- Demonstrates behaviours in accordance with Coastline's values:
  - Put our customers first
  - Be open, honest and accountable
  - Value each other
  - Strive to be the best
- Has experience in supporting individuals, and using a strengths-based approach to foster personal development and skills.
- Proven experience of successful partnership working with internal customers/teams and external agencies.
- Has good IT skills and experience of utilising Microsoft Office package and Teams.
- Has a full driving licence, access to a vehicle and a satisfactory enhanced DBS check.
- **Some experience in the following would be an advantage:**
  - Knowledge of the Investing in Volunteers (liV) Standards.
  - Experience of supporting/ supervising volunteers.
  - Knowledge of social value.
  - Experience of working with vulnerable adults and/ or individuals with complex needs.

## General Obligations - For All Of Us

1. Represent the company positively with all external agencies.
2. Service and support the company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues.
4. Ensure compliance with the company's health and safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the company's policy and standards.

## REPORTING

- Reports to the Volunteer Manager

## CONTACTS

### Internal

- Community Investment Manager & Team
- Miners Court Management & Team
- Homeless Service Activities & Inclusion Team
- Volunteer & Partner Worker
- Volunteers

### External

- Investing in Volunteers (NCVO)
- Partnership agencies/ organisations
- Voluntary and Community Groups
- Volunteer Cornwall/ VSCE



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