

## **Volunteer Coordinator**

### **JOB DESCRIPTION**

- Job title:** Volunteer Coordinator - LGBTQ+ Team
- Hours:** Full time (37.5 hours per week) - please note, the Diversity Trust is open to creative solutions that are workable to make the role as inclusive as possible
- Reports to:** Chief Executive and LGBTQ+ Team
- Responsible for:** Based in the South West of England, the Volunteer Co-ordinator's focus will be to set up a volunteer programme to support the LGBTQ+ Voice & Influence (Lottery-funded) Project.
- The Volunteer Co-ordinator's contribution is to ensure that the LGBTQ+ Voice and Influence programme has a committed team of volunteers to achieve everything that is planned.
- The Volunteer Co-ordinator will also ensure that the LGBTQ+ team has the right volunteer capacity for other initiatives. The Volunteer Co-ordinator will directly look after a small team of in-house volunteers at The Diversity Trust.
- The region covered is Bath & North East Somerset, Gloucestershire, North Somerset, Somerset and South Gloucestershire, with some wider UK-travel.
- Salary:** £35,100 (Full Time)

#### **Overview**

Working closely alongside the LGBTQ+ Voice & Representation Co-ordinator, the Volunteer Co-ordinator will work to support volunteering across community, groups, and networks across each of the five localities. The coordinator roles will work in partnership to expand capacity, amplify voices, and create a collective impact. This dual approach joins services, communities, and individuals, addressing the historic disparities and disenfranchisement experienced by LGBTQ+ people and communities.

## Outline of Role

This role is part of our LGBTQ+ Team including six other posts:

- LGBTQ+ Team Coordinator – Development and Design
- LGBTQ+ Team Coordinator – Training
- LGBTQ+ Team Coordinator – Administration
- LGBTQ+ Team Coordinator – Voice & Representation (currently under recruitment)
- Lead Youth Worker and Designated Safeguarding Lead
- Youth Worker

The team is non-hierarchical with coordinators sharing responsibilities for planning, designing, communicating, decision-making and implementing all our activities and outcomes. We acknowledge and embrace that each person has their own individual strengths, and this creates a cohesive and collaborative approach. We work in an environment which is inclusive of neurodiversity and where reasonable adjustments are embedded practice.

The role covers:

- LGBTQ+ volunteer recruitment and retention (including volunteer training)
- providing best practice advice in volunteer management advice to other partners involved in the project.

The specific tasks will be to support the LGBTQ+ team, especially the LGBTQ+ Voice and Representation Co-ordinator, to identify the required volunteer capacity to help ensure:

- each local area has access to volunteers to support the existing local community groups;
- safe, dry / sober spaces we plan to set up based on evidence of need.

Volunteer roles may also need to be created to support the following:

- the local LGBTQ+ Equality Networks
- influence local authorities, strategic partners and the voluntary, community and social enterprise sector
- the Diversity Trust's capacity building and resilience support for LGBTQ+ groups in each local area
- the Diversity Trust's rolling LGBTQ+ community-based research programmes and needs assessments
- events (those we host and those we attend)

The Volunteer Co-ordinator will develop a volunteer programme based on the identified need. This will include the type of volunteer roles and the number of volunteers needed.

The programme will be designed to include recruitment, training, volunteer care and celebrating volunteer achievements. They will regularly review the volunteer programme to see if it is working and act upon any learnings.

The Volunteer Co-ordinator will be the main point of contact for any volunteers that are looked after directly by the LGBTQ+ team.

The Volunteer Co-ordinator will also need to develop a parallel programme to upskill partner organisations. This will be helping them to identify their volunteer needs and then support them with the volunteer recruitment, training and retention (including volunteer care).

All volunteers will be from the LGBTQ+ community and allies.

The Volunteer Co-ordinator will develop expertise in LGBTQ+ volunteering that is tailored to the LGBTQ+ sector having a voice and influence.

**Teams and Supervision:** The post holder will attend regular team meetings, 121s and peer support as well as contributing to monitoring reports and impact reports.

**Transport:** The post holder should ideally have access to transport and a driving license; or the ability to travel across the area including: Bath & North East Somerset, Gloucestershire, North Somerset, Somerset and South Gloucestershire.

**Working from home / remote working**

As a diverse and inclusive organisation, we provide a flexible remote working environment for staff and volunteers.

**PERSON SPECIFICATION**

These are the **essentials** that are needed:

- you have looked after a team of people
- been a volunteer yourself and understand the value of volunteering
- people skills – you can get on with people from all walks of life both online and in-person. You love networking and partnership working. You're happy to speak in front of groups of people. You're passionate about the role and supportive of people who have varying levels of engagement and energy.
- highly organised – you can manage competing priorities and deliver to a high standard on time.

- competent in Microsoft Office or other similar suite (we use Microsoft Office), with a capacity to learn new approaches
- you can move between the big, strategic picture and home in on the detail of what needs to be done (including the how, when and resources needed).
- you're a team player and work equally well on your own initiative.
- you understand the nuances of volunteer management, including the legal difference between paid and voluntary roles
- you have the potential to create and deliver training to volunteers and others who will be looking after volunteers
- able to travel across the South and West of England to the areas mentioned in the Job Description.
- passionate about equalities in general, particularly the LGBTQ+ community. Can demonstrate a deep understanding of this.
- respect for privacy and confidentiality
- keen to learn and flexibility in adapting things if they need to change
- happy to undertake a Disclosure and Barring Service (DBS) check

These are the **desirables** that are good to have, but not a must-have:

- previous volunteer management/co-ordination experience
- Volunteer Management qualification