



# Volunteer Coordinator

- **16 hours per week @ £12.60 per hour**
- **Self-employed role with an initial 12-month contract**
- **Flexible hours**
- **Based in the community with ability for some home working**

Let's BeFriends is a charity set up by the lived experience members of the Lancaster district Homeless Advisory Group. We offer a befriending service for those who are homeless, at risk of becoming homeless or who are recently rehoused after a period of homelessness. In order to deliver our service we rely on a team of volunteers who offer quality time to build trusting relationships in the Lancaster and Morecambe area.

We are seeking a Volunteer Coordinator to assist the Project Coordinator with a focus on supervising and supporting our team of volunteers.

Being passionate that everyone deserves a safe, adequate and affordable home is a foundational principle. Awareness of the complexity of needs of our beneficiaries is essential, as is being driven to find holistic solutions. We anticipate that individuals and families will face escalating challenges as the housing and cost-of-living crisis spirals - if you are seeking the reward of improving lives in this challenging climate then this could be the job for you.

Through regular informal contact and more structured reviews you will assist our volunteers through all stages of their journey with us. You will provide support to complete volunteer application forms, ensure Disclosure and Barring Service checks are processed and help those with IT / literacy issues to complete the mandatory online safeguarding training. You will be involved in delivering Induction training and will set up shadowing opportunities.

As you get to know our volunteers you will be perfectly placed to assist the Project Coordinator to match them with suitable beneficiaries and help oversee Introductory meetings which start the befriending relationship.

You will provide ongoing supervision, monitoring and motivation to all befrienders having the welfare of both volunteers and beneficiaries in mind at

all times. You will offer advice and information via face-to-face, telephone and email contact and will facilitate a monthly Peer Support group where volunteers meet to share ideas.

Providing advocacy and working in partnership with other agencies is an essential and rewarding aspect of the work and you will be invited to participate in multi-agency meetings.

All volunteers have access to weekly timetables of what is on offer locally and our Toolkit which offers guidance on how to deal with various situations - you will help review and update these documents and will support volunteers to signpost / refer beneficiaries on to health and recovery services to improve mental / physical wellbeing and promote resilience; to agencies which maximise benefits, alleviate debts and reduce food/fuel poverty and to local community groups / social activities that decrease isolation and provide positive focus.

You may also advocate on behalf of volunteers, many of whom have lived experience and may seek to enhance their own recovery journeys in multiple ways.

You will be involved in debrief interviews for departing volunteers / when befriending relationships come to an end and will celebrate volunteering by nominating volunteers for awards and organising celebration events.

The post holder will also be expected to:

- Support the Network Coordinator at profile-raising events to attract new volunteers
- Keep up to date with legislation and policy related to volunteering and make any necessary modifications to accommodate changes
- Manage resources, including the reimbursement of volunteer expenses
- Monitor, evaluate activities and provide feedback to the Project Coordinator / Line Manager and the Trustees
- Flag up any safeguarding issues to the Project Coordinator / their line manager
- Be an active participant in monthly staff meetings

Good IT skills are necessary as there will be ongoing email communication, attendance at virtual meetings and you will be required to maintain databases,

update online records and administer TEMPO time credits to reward volunteers for their donated time.

The post holder will need to have:

- excellent communication skills
- strong interpersonal skills to deal with a diverse range of people
- empathy with volunteers and an understanding of their needs
- the capacity to inspire and motivate others
- negotiating, influencing and problem-solving skills
- ability to deal with information in a confidential manner / respond with sensitivity
- good organisational and time management skills with the ability to plan and prioritise workload

The applicant will be required to work some of their hours on a Monday and Friday but the rest can be negotiated, making this an ideal post for someone with family or existing work commitments. The work will be a combination of working-from-home and face-to-face working with volunteers and beneficiaries.

Full training will be provided and you will shadow the existing Volunteer Coordinator to gain first-hand experience of the role in practice. A copy of our handbook, policies and procedures can be found on one of our partners website here: <http://www.thecornerstonelancaster.org.uk/>

If you are interested in this post please email your CV and a covering letter to [lbflancastermorecambe@gmail.com](mailto:lbflancastermorecambe@gmail.com) or call Dusty Thomas for an informal chat on 07875025009.

**Deadline to apply - 11.59pm on Tuesday 13th December 2022**



Registered Charity Number 1199161