



## Role Descriptor: Volunteer Coordinator

### Summary of role:

The Volunteer Coordinator plays a vital role in supporting the mission and activities of Supporting Healthcare Heroes UK, a charity dedicated to standing shoulder to shoulder with healthcare workers with Long Covid in the UK. This position is unpaid and requires a commitment to contributing time and effort toward coordinating volunteer activities, ensuring the smooth operation of volunteer programmes, and fostering a positive and engaging volunteer experience.

**Accountable to:** SHH-UK trustees

### Key activities:

1. **Volunteer Recruitment:** Work alongside the Chair/Vice Chair to manage the volunteer recruitment process once applications have been submitted.
2. **Volunteer Training:** Oversee the onboarding and induction of volunteers to ensure they have the necessary skills and knowledge to fulfil their roles effectively.
3. **Volunteer Coordination:** Assign volunteers to appropriate roles based on their skills, interests, and availability.
4. **Volunteer Support:** Provide ongoing support and guidance to volunteers, addressing their questions, concerns, and feedback in a timely and empathetic manner.
5. **Volunteer Engagement:** Work with the Chair/Vice Chair to put strategies in place to promote volunteer engagement and retention.
6. **Volunteer Database Management:** Maintain accurate records of volunteer information, including contact details, availability, and volunteer hours, using appropriate databases.
7. **Volunteer Safety and Compliance:** Ensure volunteers are aware of and adhere to health and safety protocols, legal requirements, and organisational policies while volunteering. Raising any concerns with the trustees.
8. **Collaboration:** Work closely with other team members to seamlessly integrate volunteers into the charity's programmes and activities.
9. **Reporting:** Compile regular reports on volunteer recruitment, retention, and impact to assess the effectiveness of volunteer programmes and inform future planning.
10. **Continuous Improvement:** Identify areas for improvement in volunteer management processes and practices, and proactively implement solutions to enhance the volunteer experience and organisational effectiveness.

### Qualifications and Skills:

- Passion for the mission and values of the charity.
- Excellent communication and interpersonal skills, with the ability to interact effectively with volunteers from diverse backgrounds.
- Strong organisational and time-management abilities, with attention to detail and the capacity to multitask.

- Previous experience in volunteer management, community engagement, or related fields is desirable but not essential.
- Proficiency in using computer software and online tools for communication, record-keeping, and scheduling.

**Commitment:**

- This is an unpaid volunteer position requiring a commitment of up to three to four hours per week, with flexibility based on the charity's needs and the volunteer coordinator's availability.

By serving as the Volunteer Coordinator for SHH-UK, you will have the opportunity to make a meaningful impact to help UK healthcare workers with Long Covid, support a worthy cause, and develop valuable skills in volunteer management and non-profit leadership.