**Volunteer & Triage Coordinator - Job Description**

**Role purpose**

We are seeking an experienced volunteer coordinator to recruit, manage and maintain relationships with a wide range of volunteers at Vauxhall Law Centre. As part of your role, you will also be supporting our triage work by taking enquiries from new clients and following the law centre’s internal, and external referral and signposting procedures. You will work as part of a team to develop volunteer roles, training and opportunities to assist with the organisation’s development and ongoing work. You will manage volunteers in existing and new projects undertaken by Vauxhall Law Centre. This role is office based and will work closely alongside our office manager and development team.

**Hours:** 35 hours per week.

**Accountable to**: Senior Solicitor

**Salary:** LA Payscale 5 - 6 £24,496 - £29,439 p.a. +5% Pension Contribution

**Key work areas and tasks**

**General**

* Work within the Law Centre’s ethos and values, especially regarding equality and justice and sustainability of the organisation
* Attend relevant internal and external meetings as agreed with the line manager.
* Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate.
* Work within health and safety guidelines sharing responsibility for own health and safety and that of colleagues.
* Adhere to the service’s systems and procedures.
* Manage the Law Centres volunteer programmes and associated budgets.

**Recruitment**

* Recruit and induct volunteers to the Law Centre and be responsible for administering the entire process.
* Develop recruitment opportunities through networking and working with the community.
* Ensure appropriate induction information is recorded within the Law Centres policies and procedures.

**Management**

* Maintain daily management of volunteers at Vauxhall Law Centre.
* Ability to develop and maintain links with local community groups and other organisations and businesses in order to recruit volunteers.
* Maintain and work within the volunteer budget at the Law Centre.
* Provide relevant training opportunities to volunteers.
* Manage volunteer expenses.

**Triage**

* Deal with telephone, email and face to face enquiries from clients.
* Provide clients with information related to their enquiries and follow signposting and referral procedures for internal and external stakeholders.
* Provide cover for outreach services only when necessary and triage drop-in clients.
* Provide triage support for volunteers at the centre

**Administration**

* Effectively utilise IT for statistical recording, monitoring, case recording and document production.
* Be responsible for own administration and reception duties if required.

**Volunteer Coordinator Person Specification  
Essential**

1. Ability to develop and deliver successful volunteer recruitment, training and engagement programmes.
2. Knowledge of volunteer management and good practice.
3. Building and managing relationships with external organisations and partners to create and promote Vauxhall Law Centre’s volunteering programmes.
4. Manage existing and new volunteer projects and associated budgets.
5. Understanding of the needs and experiences of volunteers from a diverse range of backgrounds.
6. Ability to maintain appropriate IT systems for the management and accurate recording of volunteers and volunteer programmes.
7. Strong communication and interpersonal skills, with the ability to deal with people at all levels.
8. Enthusiastic and self-motivated with excellent team-working skills.
9. Ability to use own initiative, working independently.
10. A strong personal commitment to equal opportunities and safeguarding.
11. An understanding of volunteers and their needs.
12. Flexible and non-judgemental approach to people and work.

**Desirable**

1. Understanding of and commitment to the aims and principles of the Law Centre and its procedures and policies.
2. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
3. Experience working with volunteers/adults with additional support needs.
4. Experience in using volunteer management systems.
5. Experience/knowledge of fundraising.
6. Knowledge of monitoring and evalution procdures concerned with grant funding.