

Job title:	Volunteer Coordinator
Accountable to:	Chief Operating Officer
Location:	Guildford
Salary:	£26,928 per annum (pro rata for part time)

About us:

Healthwatch Surrey is an independent consumer interest company that gives the people of Surrey a voice to improve, shape and get the best from health and social care services. We are committed to being an inclusive and diverse employer which reflects the community we serve.

The role:

To recruit, support, coordinate and liaise with our volunteers. To work with the staff team to support and coordinate volunteers to gather views, undertake projects, help with research, visit services and listen to individuals, groups and organisations.

Main Responsibilities:

- To successfully deliver the Healthwatch Surrey volunteer strategy.
- To support and grow local area volunteer groups as depicted by the volunteer strategy.
- To recruit and induct new volunteers both to local groups and core activities.
- To monitor and oversee the training requirements of the volunteers and arrange the necessary training when needed.
- To oversee the volunteer management system (Better Impact).
- To co-ordinate and carry out the associated administration required for liaising with our growing group of volunteers including; recruitment activity, arranging meetings, processing expense claims, arranging DBS checks, checking references, event organisation.

JOB DESCRIPTION

- To ensure that two-way communication works well between the Healthwatch Surrey staff team and volunteers; to advocate within the staff team for volunteering.
- To work with the communications team to support the external promotion of the volunteering programme and activities.
- To support the team in facilitating volunteer involvement in projects, meetings, engagement and Healthwatch Surrey awareness raising activity.
- To build relationships with our volunteers and ensure volunteers feel rewarded and motivated.
- **General duties and other responsibilities:**
 - Take an active interest in ensuring Healthwatch Surrey operates effectively, according to best practice and fulfils its obligations.
 - Work within the team to maintain and achieve high standards and understand the importance of time management and meeting deadlines.
 - Disseminate information and learning as appropriate to other networks if required, and in conjunction with the communications policy.
 - Help to ensure that Healthwatch Surrey embraces diversity, challenges discrimination, and reflects the communities of Surrey.
 - The post holder will be expected to undertake other responsibilities and tasks as reasonably requested by the line manager.