

Volunteer coordinator

Unity 12, 9-19 Rose Road, Southampton SO14 6TE

Tel: 03448 468545

info@beyond-reflections.org.uk



Registered Charity Number 1187351

Volunteer Coordinator, £9.50 per hour, 16 hours per week

Are you warm and welcoming with a flair for encouraging others to donate their time? Good at networking, communication and delivering as part of a team? Do you care passionately about equality and the rights of everyone to self-determination, and have an understanding of the issues facing gender diverse individuals?

We are looking for a team member to work sixteen hours a week reporting to the *Operations Manager*. Your week will be spread across 3-4 working days and be a mixture of office and remote working to coordinate our core service delivery volunteers in accordance with our strategic aims and objectives and fit in with team requirements.

This is a great opportunity for someone to play a key part in the running and development of our fast-growing charity.

Beyond Reflections is the mental wellbeing charity for support of trans, non-binary and questioning adults, their family and friends across England and Wales. We provide safe, confidential counselling and group support online and face-to-face. Delivering on our commitment to **respect**, **accept**, **include**, and **empower** with **integrity** enabling our members to move beyond reflections.

Skills we are looking for from you:

- Know how to value people and bring out the best in them (essential)
- To have experiences of working with volunteers (essential)
- A good networker (essential)
- Office administration experience (essential)
- To be competent in the use of email; word processing and spreadsheet software (essential)
- Office 365 (desirable)
- Able to document work and participate in training and development of staff (essential)
- Self-motivated, flexible and empathic (essential)
- Knowledge of the impacts of being gender diverse (desirable)
- Able to work with individuals at different levels and with differing needs and abilities (essential)

General tasks and deliverables

- Work with the Member Support Officer to deliver core services including, but not limited to:
 - Develop and maintain good relationships with volunteers
 - Coordinate volunteer training, development, and celebration
 - Promote wellbeing of volunteers and support resolution of any difficulties
 - Coordinate volunteers for all core service delivery, ensuring key roles have sufficient cover so core service delivery is not impacted
- Attend some Support groups over the course of each year to observe and to promote volunteering for Beyond Reflections
- Play a key role in volunteer recruitment and development
- Attend key Voluntary Service Forums and other professional networking events as necessary to promote Beyond Reflections across Hampshire and Dorset

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- Conduct conversations with potential group members
- Work with the team to promote wellbeing of group members
- Work with the office team to deliver essential office services including general office administration and core opening times
- With the office team maintain a decent working environment, and work in accordance with the Beyond Reflections Staff Handbook and Policies and Procedures.

Key dates

*This role will be advertised internally and externally with a **closing date of 20th December 2021.***

Interviews to be held online by Microsoft Teams meeting week commencing 20th December 2021.

Please apply with a CV and cover letter detailing how your skills and abilities fit the job role to dawn.harding@beyond-reflections.org.uk

Your cover letter should include a response to each of these questions:

1. How do you think your previous experience would help you in this role?
2. How would you motivate and bring out the best in our volunteers?
3. In relation to volunteer recruitment, please rate these 5 qualities in order of importance:
 - a. Empathy
 - b. Commitment
 - c. LGBTQ awareness
 - d. Team player
 - e. IT skills

Created by: Andi Maratos Chief Executive Officer