

VOLUNTEER COORDINATOR AGREEMENT

Work Location: In Person / Remote TBC

This role is voluntary and unpaid; however, expenses can be claimed as necessary.

Volunteer Coordinators undertake a wide range of tasks, including:

- Dealing with queries from potential new volunteers who get in touch.
- Being the first point of contact for our existing volunteers and answering general queries.
- Championing volunteer engagement.
- Initially, this role will support the initial contact of volunteers.
- Fundraising support at the annual Garden Party picnic event
- Support at community events – fun runs, sponsor events
- Promotion of our charity lottery
- Possible involvement with arrangements of/attendance at large events, e.g. golf days, charity dinners
- Liaising with Volunteer Co-ordinator and Fundraising and Relationship Manager about events
- Sharing ideas about fundraising activities

Training and support will be provided on the role every step of the way.

Abilities and knowledge for this role are:

- Excellent organisational skills and attention to detail.
- Good listening and communication skills
- You need to be a great people person, friendly and approachable.
- Excellent telephone manner and written communication skills.
- An ability to work as part of a team.
- Creative and forward thinking.
- Computer literacy.
- Ability to use on own initiative and as part of a small team.
- Passion and enthusiasm

This is a rewarding and enjoyable role. You will be part of a small and friendly team of staff and volunteers. This is a chance to gain experience in working with people of all ages and to learn new skills and develop existing ones.

Attitudes and Values

- A valuing of diversity in relation to issues of ethnicity, religion, gender, disability and sexuality.
- An understanding of, and a commitment to, the need for confidentiality.

General

- At all times during voluntary working conform to the security measures of the Data Protection Act 1998, the General Data Protection Regulation (GDPR) 2018 and to the safety of self and others in relation to the Health and Safety at Work Act 1974, the Management of Health and Safety at Work Regulations 1999 and the Fire Safety Order 2005
- **This is a regulated activity and the appointment will be subject to a standard DBS check.**

Adoption Matters will do our best to:

- Introduce you to how the organisation works and your role in it and to provide appropriate training and support for your agreed role
- Provide regular meetings with a staff contact so that you can tell us how you are getting on and get feedback from us.
- Respect your skills and experience and try to match them with the right role for you wherever possible.
- Do our best to meet your individual wishes.
- Reimburse you for agreed and reasonable expenses incurred in accordance with the expenses policy.
- Make necessary arrangements to ensure your health, safety and welfare as a volunteer.
- Offer equal opportunities to everyone who wants to volunteer.
- Provide access to trained members of staff to support, guide and advise you.

What the charity aims to agree in return:

- Aim for high standards of efficiency, reliability and quality in my volunteering.
- Give as much notice as possible whenever I cannot carry out volunteering time when expected.
- Support, respect and adhere to the Agency's rules, policies and procedures including all aspects of safeguarding/child protection, health & safety, equal opportunities, data protection and confidentiality.
- Always consider and protect the Agency's good reputation in my actions and conduct.
- Act responsibly and within the law.
- Maintain the confidential information of the Agency and its service users.
- To advise of any potential conflict of interests at the earliest possible opportunity.
- Let my staff contact know first if I have any problems so that we can find a solution together.

Failure to meet the terms of this volunteering agreement may result in termination of the volunteering role with us.

Role Description Agreed

Volunteer

Name		Date	
Signed			

Contact Manager

Name		Date	
Signed			