

## VOLUNTEER COORDINATOR Candidate Pack



# Welcome

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Thank you for your interest in the position of Volunteer Coordinator at YMCA Crewe, soon to be Cheshire.

The Volunteer Coordinator Role is crucial to the work we do at YMCA Crewe and will help expand and develop our volunteering offer which ultimately will expand our services into Cheshire.

The full job description is on page 6 of this document; you will see that some experience in volunteer is required.

There is also a person specification on page 7—we are looking for someone who

Believes that everyone has potential  
Is an inspiration to others  
Can work creatively, think on their feet and refuses to give up  
Retains a positive attitude in the face of daily challenges

The post holder will lead a growing group of volunteers and report directly to the HR and Admin Manager.

This is a part time post, 20 hours a week, working Monday– Friday.

We are passionate and enthusiastic about our work and love an energetic “can do” attitude in staff!

Details about how to apply are at the end of this pack.

If you’d like an informal chat, please call me, Rachel Miller, HR & Admin Manager on 01270 257673; otherwise please have a good read through this document, then fill in the application forms and return these by first thing on Thursday 16th May 2024.

We look forward to hearing from you!

*Rachel*

**Rachel Miller**  
**HR & Administration Manager**



# About us

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There has been a YMCA in Crewe since 1909, when an invitation went out in Crewe Chronicle inviting young men to meet some “jolly good fellows”!

Today the YMCA welcomes people of all ages, all genders, all faiths, all races, all backgrounds.

We have an asset-based, advantaged-thinking approach to all our work; we focus on strengths and view diversity of thought, culture, experience and traits as positive assets.

We have a number of different services in Crewe.

- We believe everyone should have a **safe place to stay**. Our aim is to provide a wide range of housing options to those who have experienced homelessness, designed to suit their individual needs. We have a variety of accommodation at our main project in Gresty Road, as well as some flats and houses in the local community.
- We work with **young people** who arrive in the UK unaccompanied and seeking asylum; this team also works with young people who are leaving the care system.
- We have a growing number of services in Crewe for **children and families**, including After School Clubs, Drop Ins for parents and carers and holiday villages.
- There is a new service offering **mental health first aid** to the community, perhaps a coffee and chat for those feeling isolated or just need to talk.
- Our services are supported by our **three social enterprises**, the GLO Café, our Property Maintenance and Room Hire.





# Our values

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We believe that everyone has unique potential and skills to be explored and developed.  
*We will embed this belief in our work with service users, staff and volunteers.*

We believe that a 'can do' approach is critical for facilitating change in people's lives.  
*We will foster and nurture this attitude in our work with service users, staff and volunteers*

We believe in the Christian basis and mission of the YMCA.  
*We will seek to exemplify and embed Christian ethos in our organisational practice in all we do.*

# Our vision

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Better lives and better futures for individuals and communities

- by beginning the end of the homeless experience, one person at a time
- by working with the talents of people making transitions to independence
- by engaging and supporting children and families and staying connected in the places they live

# Our mission

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YMCA Crewe is a Christian charity that responds to local need by creatively investing in the lives of individuals and the community through all our projects, including housing, learning, family support and working with children.

# Our faith

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Our faith underpins all our work and motivates us to sustain a Christian mission than is socially active.



# Working at YMCA Crewe

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YMCA Crewe currently has about 50 staff, 25 volunteers and 8 trustees.

We are an organisation that embraces a culture where our Christian based core values are at the heart of all we do.

We are committed to creating a workplace where all employees are given the opportunity to reach their full potential, feel valued and work effectively to achieve our goals.

We aspire to establish a workforce which reflects the diversity of the wider community.

We have a comprehensive health and wellbeing programme to support a healthy mind, body and spirit. The programme includes:-

- A full training package
- Free counselling through our Employee Assistance Programme
- Opportunities to attend conferences and visit other projects
- An onsite café with 20% discount for staff and residents
- Staff room refreshments
- An onsite gym
- A flexible working policy
- Vouchers for long service
- Away days
- Staff meetings to share good news
- Group life cover
- Company sick pay

# Job description

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**JOB PURPOSE:** Attract, recruit and support a diverse team of volunteers to further the work of YMCA Crewe across the whole organisation.

- Actively recruit volunteers and ensure they are appropriately matched and trained for a position
- provide volunteers with volunteer induction and training and ensure team leaders and others are providing role-specific induction and training
- Write relevant procedures and risk assessments
- liaise with department leads regarding volunteer placements
- generate appropriate volunteering opportunities and role descriptions based on the needs of the organisation
- raise staff awareness of the role and the function of volunteers
- ensure there is appropriate ongoing support and training for volunteers
- With Communications Team, promote volunteering through recruitment and publicity strategies and campaigns
- support, motivate and accredit volunteers and their work
- recognise and celebrate volunteering through organised volunteer events and awards
- Liaise with CVSCE on volunteer recruitment
- keep up to date with legislation and policy related to volunteering and make any necessary modifications to accommodate changes
- Maintain accurate databases and volunteer records including volunteer progression
- Maximise volunteer opportunities by developing links with local organisations including schools, colleges, universities etc
- Work alongside HR & Admin Manager with training needs and volunteer contracts
- To attend relevant conferences, seminars, training, and networking and maximise new opportunities
- Evaluate volunteer placements to ensure quality and impact
- Write volunteer reports for Board meetings

## Other Duties and Responsibilities

- Be part of an on call rota, or be trained to be part of an on call rota, depending on experience
- Be fully versed with safeguarding to protect each individual from harm in accordance with current safeguarding legislation.
- Ensure equality and diversity is embedded within service delivery
- Work according to the policies and procedures of YMCA Crewe at all times
- Actively participate in the supervision and training process to develop better services and continuous personal development
- Undertake such other duties as may be reasonably be required
- Understand, embrace and promote the values of the Association, ie

***We believe that each person has unique potential and skills to be explored and developed.***

*We will embed this belief in our work with service users, staff and volunteers.*

***We believe that a 'can do' approach is critical for facilitating change in the lives of service users.***

*We will foster and nurture this attitude in our work with service users, staff and volunteers*

***We believe in the Christian basis and mission of the YMCA.***

*We will seek to exemplify and embed Christian ethos in our organisational practice in all we do.*

**The Job description is current as the date shown  
In consultation with the post-holder, it is liable to variation**

# Person specification

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## People skills

- Have an enthusiasm for seeing people thrive
- Able to employ a range of approaches to engage people.
- Able to bring new ideas and approaches to working with people
- Using strong interpersonal skills, able to sustain meaningful contact
- Ability to build rapport with variety of clients, demonstrating awareness of different cultural and religious needs.
- A knowledge of the issues facing disadvantaged people
- Resilient, able to recover quickly from difficult situations
- Display a positive, optimistic disposition
- Able to empathise with service users and volunteers
- Confidentiality and data protection
- **Previous experience working with volunteers and organising volunteer events**
- Ability to value differences in team members and work together effectively
- Able to work effectively with other agencies and organisations- **experience needed in this area**

## Administration /planning

- **Experience monitoring, managing and reporting**
- Computer literate with ability to use Outlook, Word, Excel
- Able to identify risks and design control measures
- Able to effectively meet targets and deadlines
- Able to report accurately, professionally and objectively
- Able to understand funding frameworks and apply where appropriate
- Able to share information clearly and concisely on a "need to know" basis
- Able to set SMART goals with Volunteers

## Other

- Able to drive (current licence)
- Desire to develop and learn
- Able to implement appropriate health and safety and safeguarding issues procedures when necessary
- Able to respect the Christian ethos of the Association



# Key employment terms

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- 20 hours per week
- Potentially evening and weekend work-flexible working
- Salary 13.05 per hour, £13,572 per annum
- Responsible to HR & Admin Manager
- Company sick pay
- Pension contribution
- 4 x Life Assurance
- Health Assured Employee Assistance Programme

YMCA Crewe is committed to the active promotion of equal opportunity, both in the provision of services and as an employer of paid and unpaid workers.

YMCA Crewe is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

Any offer of employment will be subject to satisfactory references and Enhanced DBS check.

## How to apply

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- The closing date for applications is 5.00 pm on Thursday 16th May 2024
- These should be submitted by email to [rachel.miller@ymcacrewe.org.uk](mailto:rachel.miller@ymcacrewe.org.uk)
- Shortlisted candidates will be interviewed on w/c Monday 20th May 2024

