



**PELVIC
RADIATION
DISEASE
ASSOCIATION**

JOB DESCRIPTION

Job Title:	Volunteer & Services Coordinator
Salary:	Upto £11,544 per annum
Hours:	Minimum 15 hrs per week with flexibility to rise to 18.5 hrs (over 3 days, with occasional evening meetings)
Accountable to:	Service Team Lead
Based at:	Home-based – anywhere within the UK.
Job Purpose:	To coordinate and develop PRDA support services and volunteering programme in line with service user's needs, organisational values, and strategic objectives.
Relationships with:	People affected by Pelvic Radiation Disease (PRD), and their families and unpaid carers, our Medical Advisory Panel, volunteers and voluntary and statutory sector partners.
Responsible for:	A team of Volunteers

KEY RESPONSIBILITIES

1. Provide high quality, information, and support in an empathic and professional approach via telephone, email, letter and social media platforms to anyone affected by PRD.
2. Accurate and timely data capture of service caller and key stakeholder enquiries on CRM
3. Develop and implement a SMART action plan around the recruitment, support and retention of volunteers.
4. Establish a range of volunteer opportunities to meet charities strategic objectives.
5. Ensure the volunteers carry out their roles effectively and appropriately, and that PRDA services are delivered to a high quality.
6. Co-ordinate day-to-day service planning to ensure that volunteer posts are staffed appropriately (e.g. rota planning, sickness cover etc)
7. Implement risk assessments and consider safeguarding issues as appropriate to volunteer roles.
8. Ensure all work is recorded on the PRDA database, monitor, and evaluate work and provide clear reports on the progress and impact of our volunteering offer as required.
9. Attend relevant meetings and training as required.
10. Actively participate in own supervision, appraisal, and personal development.
11. Support and promote the work in accordance with PRDA values, policies, always applying the aims and objectives.
12. Carry out any other duties commensurate with the post, as agreed with your line manager.
13. Carry out of all the above with an understanding of and commitment to inclusion, equal opportunities, and diversity.

Please note, this Job Description is intended to outline the main duties of the post and may change as the post and organisation develops.