



**PELVIC
RADIATION
DISEASE
ASSOCIATION**

JOB DESCRIPTION

- Job Title:** Services & Volunteer Coordinator
- Salary:** £14ph
- Hours:** Minimum 15 hrs per week with flexibility to rise to 21 hrs (over 3 days, with occasional evening meetings).
Scope to choose own hours around regular mandatory team meetings.
- Accountable to:** Operations Manager
- 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

Services

1. Working with the Operations Manager, develop and deliver our pioneering direct patient support services.
2. Manage our Out and About Toolkits, ensuring we hold adequate stock levels and responding to demand by packaging and posting the Toolkits to recipients.
3. Facilitate our monthly online Chat Together support group sessions.
4. 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.
5. Work closely with the Operations Manager to build new elements to our Services and develop projects for direct patient support.

Volunteering

1. Manage the PRDA Patient Advisory Group, encouraging them to feed into our work in a constructive and thoughtful manner.
2. Working with the Operations Manager, develop and implement our plans to recruit, support and retain volunteers.
3. Work with the Operations Manager and Marketing and Communications Coordinator to establish a range of volunteer opportunities to meet charity's strategic objectives.
4. Ensure the volunteers carry out their roles effectively and appropriately, and that PRDA services are delivered to a high quality.
5. Implement risk assessments and consider safeguarding issues as appropriate to volunteer roles.

Other duties

1. Ensure all work is recorded on the PRDA CRM database.
2. Monitor and evaluate work and deliver reports on the progress and impact of our volunteering and services offers.
3. Accurate and timely data capture of service caller and key stakeholder enquiries on CRM.
4. Attend relevant meetings and training as required.
5. Actively participate in own supervision, appraisal, and personal development.
6. Support and promote the work in accordance with PRDA values, policies, always applying the aims and objectives.
7. Carry out any other duties commensurate with the post, as agreed with your line manager.
8. 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.

