Logo

Description automatically generated

Charity No 1163030

**Volunteer and Participant Coordinator**

We are looking for someone who is passionate about the potential of horses and horse related activity to promote improved mental, physical and emotional health; who is enthusiastic about the work, mission and vision of the Cavalier Centre. You will be a volunteer champion and maintain an inclusive and welcoming environment for participants. You’ll be a people person, work well in a busy environment and have excellent communication and organisation skills.

Part funded by the National Lottery’s Community Fund

**Job Description**

|  |  |
| --- | --- |
| **Job title:** | **Volunteer and Participant Coordinator** |
| **Location:** | **Cavalier Centre, Much Wenlock, Shropshire** |
| **Responsible to:** | **Centre Manager** |
| **Responsible for:** | **Recruiting and managing volunteers and supporting participation at the Cavalier Centre** |
| **Hours** | **To be agreed- Between 24 and 40 hrs per week** |
| **Salary** | **£24-£27,000 (pro rata) depending upon experience** |

|  |
| --- |
| **Job Purpose**  To enable regular activities at the Centre by providing sufficient and appropriate volunteer support through effective volunteer recruitment, induction, training, day to day management and scheduling. To ensure that volunteers feel valued, supported and motivated, matching volunteers to opportunities that suit their skills and conveying the organisation’s purpose to the public. To seek new users for the Centre and strive to continually improve opportunities for existing participants. |

|  |  |
| --- | --- |
| **Main Duties** | |
| **Volunteers** | |
| 1. | Recruit volunteers and participants to the Cavalier Centre through existing and new channels |
| 2. | Process volunteer and participant application forms and associated admin |
| 3. | Work with the wider team to ensure that volunteers’ skills are matched to appropriate roles |
| 4. | Manage volunteers: create incentives, provide relevant training, convene groups for specific purposes |
| 5. | Develop social, community and equine activities to target new groups of participants and volunteers |
| 6. | Administer Centre bookings and schedule volunteers using specific applications |
| 7. | Develop a system to gather and evaluate feedback to ensure the quality of the volunteer experience and performance |
|  | **Participants** |
| 8. | Develop a system to gather and evaluate feedback to ensure the quality of participants’ experience |
| 9. | Facilitate the integration and support of volunteers with special needs for whom mentors may be selected and trained |
| 10. | Ensure compliance to policies including in respect to GDPR and record keeping, DBS safeguarding, confidentiality and use of personal information, and supporting the team’s compliance with funding and contractual obligations |
| 11. | Recognise and champion participants’ achievements |
|  | **General duties** |
| 12. | Provide flexible support to the wider charity as reasonably required, fulfilling occasional alternative duties as requested, so that expertise is deployed to meet business priorities at a level consistent with those outlined in this job description |
| 13. | Encourage a culture of support at the Centre which reflects our mission and provides a positive and supportive environment for participants, volunteers and staff |
| 14. | Develop and maintain excellent relationships with key stakeholders including schools and care homes |
| 15. | Create events and opportunities for social interaction between all users of the Centre |
| 16. | Support volunteers through our National Lottery Funded ‘Stepping Up’ programme |

**Person Specification**

**Job title:** Volunteer and Participant Coordinator(**E = Essential D = Desirable**)

|  |
| --- |
| **SKILLS AND CORE COMPETENCIES** |
| **Technical competency (qualifications and training)**   * Degree level or equivalent professional experience - E * Evidence of continuing professional development - E * Knowledge of BSL / Makaton - D * Good IT skills and ability to use a range of programmes and applications– E |
| **Experience**   * Experience of managing, motivating and rewarding staff or volunteers -E * Experience of basic horse care skills - E * Experience of working with a broad range of people - E * Experience of recording, tracking and evaluating programmes and activities - E * Experiencing of meeting deadlines and prioritising own work – E * Experience of completing risk assessments -E |
| **Skills and Attributes**   * Good relationship management skills; ability to engage confidently and sensitively with stakeholders and partners -E * Excellent organisational skills; ability to demonstrate capability in multiple task management and evidence of success in delivering outcomes to agreed timescales, deadlines and budgets-E * A passion for making a difference- E * Ability to work accurately with close attention to detail – E * Good IT skills and ability to undertake essential administrative or reporting tasks – E |
| **Personal qualities, communicating and relating to others**   * Strong commitment to supporting people with special educational needs and disabilities- E * Resilience, positivity and team working – E * Ability to prioritise – E * Ability to motivate others – E * Working flexibly to meet demand- E |
| **Safeguarding**   * Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults -E * This post requires a Disclosure & Barring Service (DBS) disclosure at an Enhanced level - E |
| **Other**   * A commitment to Equal Opportunities and Diversity -E * Ability to understand funding regulations and compliance requirements - E * Maintain discretion and confidentiality – E |