Job description

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| **Job Title:** | **National Services Coordinator**  |
| **Location:** | Home based (remote working) |
| **Managed by:** | Helpline Manager |
| **Hours:** | 17.5 per week |
| **Contract:** | Part Time, Permanent  |
| **Salary:** | FTE: £27,315.60 (£13,657.80 pro-rata) |

**JOB DESCRIPTION**

**Purpose of the Post**

The National Services Coordinator will be responsible for Volunteer Management across National Services. Supporting the recruitment, development, and onboarding of online volunteers. As well as be responsible for the ongoing engagement of online volunteers. This includes supporting our Helpline, Email and UYBO Services.

Working alongside the Helpline Service Manager and the UYBO Service Manager, the role will support the development and growth of National Services.

**Key responsibilities and duties**

* To provide support to Bereavement Volunteers. Ensure that volunteers contact with clients are in accordance to agreed standards of conduct and performance. This includes identifying problems and providing assistance and support to volunteers on all matters pertaining to their role.
* To coordinate quality monitoring and assist with the organisation and implementation of an agreed quality assurance programme, and other service evaluations, to ensure the highest quality service.
* Support recruitment of online volunteer, coordinating activity with the national training team as required.
* Have regular ‘light touch’ contact / check-in with volunteers monthly via email. 1:1’s as and when required. To be a source of support to online volunteers in relation to working with bereaved people.
* Conduct National Services Audits (monitor Helpline shift uptake / volunteering, supervision attendance, monitor annual training/CPD requirements, working alongside Administration, supervisors and others relevant to the Volunteers role).
* System Management: Three-Rings, CRM, Call handling, Intranet:
	+ To maintain and keep up to date with volunteer information.
	+ To be a source of expertise / support of volunteers.
	+ Support data reporting.
* Support National Services projects (Newsletter / community projects / forums).
* Support a programme of continuing professional development so that volunteers are equipped and feel valued within their roles – such as volunteer get-togethers.
* Establish/maintain links with organisations to support the development of National Services.
* Support/deal appropriately with complaints in line with Cruse Policies and procedures across the services. Have an understanding of safeguarding and be prepared to report concerns as they arise in line with Cruse policies and procedures.
* Attend relevant meetings as required by the role, convene meetings and be self-administrating.

**PERSON SPECIFICATION**

**Experience**

*Essential*

* Experience of working on a helpline/contact centre and a good understanding of supporting volunteers across multiple channels
* Experience of managing people either as volunteers, employees or contractors
* Experience of managing relationships with customers, clients or stakeholders

*Desirable*

* Previous experience of helpline services projects/using data to inform management of volunteers
* Experience working with bereavement and/or bereaved people
* Experience of developing communities for volunteers who are working remotely

**Knowledge**

* Understanding of helpline/services best practice
* Sensitivity to the differing needs of individuals in working within a diverse client and volunteer base
* Understanding current best practice in volunteer management

*Desirable*

* Understanding of the impact of bereavement, and best practice of in the moment support within the field of bereavement

**Skills**

*Essential*

*Essential*

* Ability to work within a team
* Ability to network effectively and to inspire and motivate others
* Excellent interpersonal and communication skills
* Ability to be self-motivating, work with limited supervision, prioritise work and deal with competing or conflicting demands/needs and interests in an organised and methodical manner
* Excellent administrative skills and the ability to produce high quality written documents and accurate records
* Strong IT skills, including email, Excel, Word and PowerPoint
* Experience of a CRM system/ telephony systems/ web-based systems

**Education and Training**

*Essential*

* Educated to A-level level or equivalent job-related experience
* Willingness to be flexible and help in any task that furthers the aims of Cruse

**Personal attributes**

*Essential*

* Empathetic and warm
* Professional approach to working relationships with volunteers
* Strong team player
* Ability to remain flexible and adaptable to shifting priorities

**Commitment**

*Essential*

* Commitment to Cruse Bereavement supports mission, vision and values
* Commitment to equality of opportunity and diversity