

JOB DESCRIPTION



Job title:	Voluntary Services Coordinator
Department:	Voluntary Services
Responsible to:	Voluntary Services Manager
Grade:	SG

Job Purpose

To support the Voluntary Services department in all aspects of volunteer activity across St. Michael's Hospice (SMH).

Assist with the continuing development and expansion of volunteers in new and existing areas of the organisation

Provide regular and ongoing administration for all aspects of the Voluntary Services department

Organise and participate in volunteer team meetings and support volunteer focused events.

Main Duties and Responsibilities

Administration

- Responsible for updating the Voluntary Services database, keeping accurate records, and producing reports as required
- Responsible for coordinating all volunteer applications, obtaining references, and liaising with the Retail Stores and other Hospice departments,
- Ensure a high standard of customer service and positive experience for volunteer enquirers and applicants
- Support the Voluntary Services Manager with the Volunteer Induction Programme for all new volunteers ensuring all relevant paperwork is completed
- Attend and take minutes at relevant volunteer meetings
- Provide appropriate reports relating to volunteer activity
- Maintain up-to-date records
- Provide administrative support for all volunteer communications, on-line calendar & room bookings and catering requests
- Provide the Voluntary Services Manager with administrative support
- Ensure volunteer related communications are accurate, timely and distributed accordingly

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Learning and Development

- Positively commit to annual staff appraisals and regular performance / competencies reviews to ensure personal professional development.
- Undertake all statutory and mandatory training, as required.
- Identify personal training and development needs to support/enhance the role further
- Maintain a current interest in voluntary sector issues and when possible attend relevant meetings/conferences designed to benefit service provision
- Inform other agencies and voluntary groups about the work of St. Michael's Hospice and the volunteer service

Communication

- Communicate respectfully in an open, accurate and straightforward way .
- Communicate any urgent matters to your line manager or escalate to the appropriate level, as appropriate
- Keep clear and accurate records which identify any risk or problems that have arisen with details on responses taken
- Display a good level of competency in using computer software for record keeping, report writing and communicating

General Responsibilities

- Work to maintain the values, vision and aims of St. Michael's Hospice.
- Additional Duties – In discussion with the line manager to undertake work, as and when required, in support of St. Michael's Hospice as an organisation.
- Public Relations – To represent St. Michael's Hospice in the community and public domain, including social media, appropriately.
- Undertake all statutory and mandatory training, as required.
- To be conversant with and adhere to all St. Michael's Hospice Policies and Procedures.
- Be responsible for upholding and promoting St. Michael's Hospice safeguarding policies, ensuring the safety and well-being of all individuals, and promptly reporting any concerns or incidents in accordance with established procedures.
- This is an outline job description and may be subject to change, according to the needs of the service, in consultation with the post holder.
- Take responsibility for own personal safety and of others whilst at work. You will take appropriate action or report any concerns to address any health and safety issues that you or members of your team may be aware of.
- This job description is an outline of the role and responsibilities. From time to time, due to the needs of the service, we may ask you to flexibly undertake other duties that are

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consistent with your role and banding, including project work, internal job rotation and absence cover.

Reviewed by:	Tracy Sandle Voluntary Services Manager	Date:	03-2026
Signed by employee:		Date:	