



About Catching Lives

Catching Lives supports people who are homeless or at risk of homelessness in Canterbury and East Kent, providing day centre, outreach and tenancy sustainment services. We work to end the harm caused by homelessness, rough sleeping and insecure housing.

Our day centre is a minute's walk from Canterbury East station. We open every day of the week to provide basic facilities (food, showers, laundry, clothing) alongside practical help, mental health support, and a range of activities such as art, table tennis and yoga.

Volunteers are at the heart of our charity, with both kitchen and second-hand bookshop staffed entirely by volunteers.

Website: www.catchinglives.org

About the role

As the Volunteer Coordinator, you'll be responsible for recruiting and supporting volunteers at Catching Lives. This is a pivotal role in the charity which includes managing the rota to cover shifts; ensuring that the kitchen runs smoothly and meets high standard of hygiene; and communicating regularly with the volunteer team. With around 120 volunteers across the Centre and Bookshop, being Volunteer Coordinator calls for excellent organisational and communication skills, along with the ability to offer a friendly and non-judgemental service to people experiencing homelessness and other issues.

This role is open to anyone with the experience and skills listed in the Person Specification below, which you might have gained through voluntary or paid roles.

How to apply

Please read the Job Description and Person Specification below. Apply by sending your CV along with a covering letter setting out how you meet each point of the person specification.

Email your application to Graeme Solly, Manager: graeme@catchinglives.org

Application deadline: Thursday 14 March, noon.

Interviews: week commencing Monday 25 March.



Job Description – Volunteer Coordinator

- Job title:** Volunteer Coordinator
- Hours:** 25 hours per week. Working pattern to be agreed with successful candidate, normally between 8.30am - 4.30pm Mon-Fri, some evening and weekend working required.
- Salary:** £15,600
- Reports to:** Manager
- Location:** Catching Lives' Open Centre on Station Road East, Canterbury.
- Annual leave:** 25 days plus bank holidays, rising by one day per year up to 30 days (pro rata for part time)

Purpose

The Volunteer Coordinator is responsible for ensuring that Catching Lives has enough suitable volunteers to cover various roles across the organisation, and for supporting the charity's volunteers in their roles, especially in the kitchen.

Line management

The Volunteer Coordinator reports to one of Catching Lives' Managers.

Key responsibilities

Volunteer recruitment and induction

- Advertise volunteer roles through a range of websites and media in order to recruit enough volunteers and to reach a diverse pool of applicants.
- Respond to volunteering enquiries promptly with clear information.
- Complete interviews, reference and DBS checks of new volunteers according to organisational policy.
- Induct/train new volunteers in their role and in Catching Lives' policies and procedures, including H&S, safeguarding, and boundaries.

Volunteer support and managing the rota

- Create weekly rotas in advance, accessible to the staff team.
- Ensure each shift has the minimum required number of volunteers.
- Explore use of different options, such as online systems, to streamline rota management.
- Implement processes to manage out of hours and short notice cancellations.
- Communicate with volunteers regularly about their roles and relevant information such as newsletters and training opportunities.
- Check in regularly with volunteers one-to-one.

- Respond promptly to concerns raised by or about volunteers, seeking support from a manager or the chief executive as needed, and with reference to local policies.

Kitchen and food hygiene

- Induct and train kitchen volunteers in food hygiene and kitchen health and safety.
- Check that daily processes are being followed in the kitchen and provide refresher training and reminders to volunteers as needed.
- Liaise with Centre colleagues to solve problems and/or improve quality around the kitchen volunteer team such as menus, food ordering, equipment, cleaning etc.

Catching Lives' Bookshop

- Liaise regularly with the lead volunteers at the Bookshop, supporting them to maintain good practice in volunteer data protection, recruitment and management.

Review and develop volunteer roles

- Seek feedback from volunteers and take action (or recommend actions to managers) based on their responses.
- Work with the Arts & Activities Coordinator or other colleagues to develop and recruit new volunteer roles, for example to support new projects or in response to changing organisational requirements.
- Develop group/corporate volunteering sessions in line with organisational strategy.

Centre support

- Provide ad hoc support to colleagues as part of maintaining a safe and welcoming environment in the Centre, for example by helping to clean and tidy, covering the front desk, chatting to clients etc.

Recording

- Use the Lamplight database to record volunteer profiles and shifts.
- Follow local data protection policies when storing and processing volunteer data.
- Complete safeguarding alert forms and escalate to the designated safeguarding lead according to the local policy and procedure when concerns are raised.

Personal development

- Attend training or other development activities as agreed with your line manager.
- Keep up to date with good practice in volunteer management from the wider homelessness, voluntary and community sectors.
- Proactively identify areas for development in knowledge or skills.

General

- Adhere to organisational policies and procedures.
- Undertake, as required, any other duties compatible with the level and nature of the post and/or reasonably required by the Chief Executive.
- Attend and participate in organisational meetings and training as required.

This job description covers the current range of duties and will be reviewed from time to time. Catching Lives reserves the right to change this job description.

Person Specification – Volunteer Coordinator

Experience

- Experience of providing services to, and communicating with, a diverse range of people (for example stakeholders, customers, service users).
- Experience of managing a varied and time-sensitive workload.

Skills, Knowledge and Abilities

- Clear and professional written and verbal communication.
- Proven ability to use digital tools for tasks such as communication, scheduling, and data entry.
- Proven ability to work independently and proactively, and to use initiative.
- Able to offer a friendly, non-judgemental service to people experiencing homelessness, addiction, mental ill health, and other challenges.
- Certified in last two years in Level 2 Food Hygiene or willing to achieve this within probationary period (funded by Catching Lives).