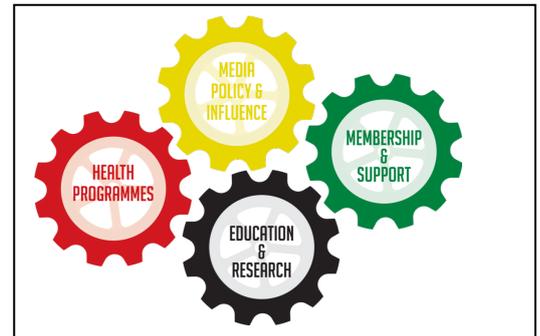


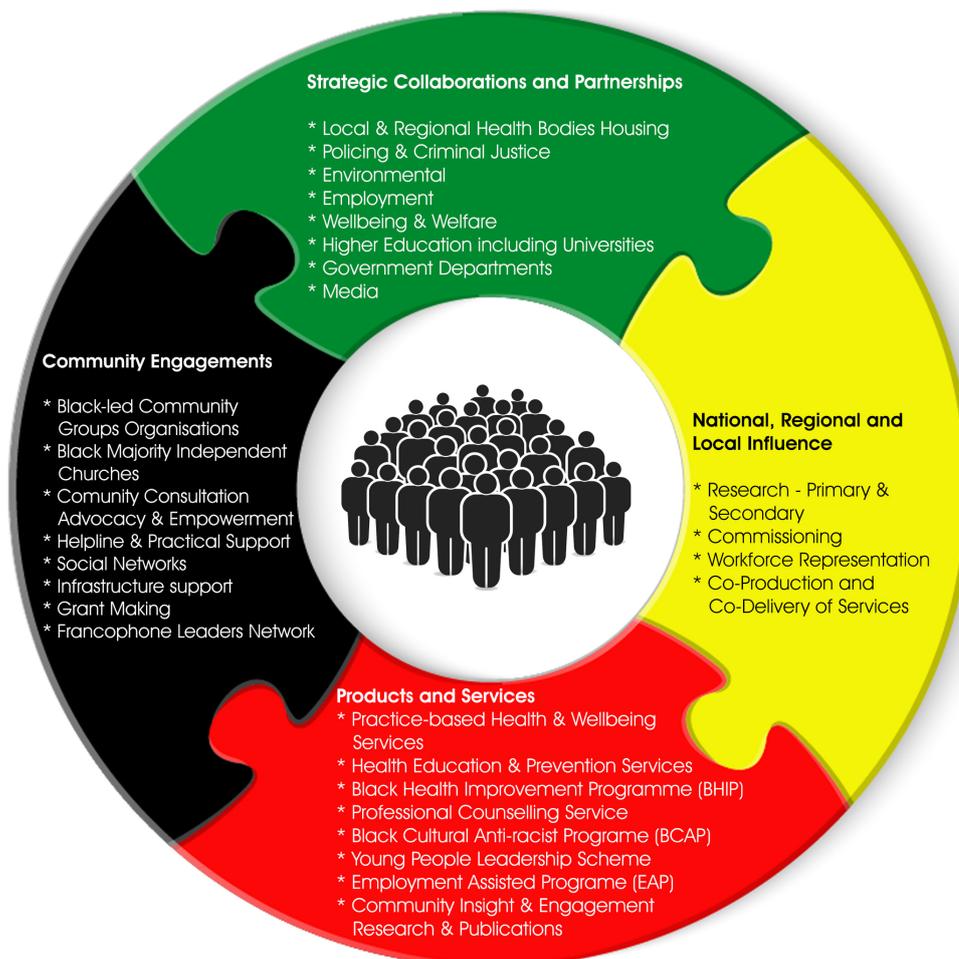
Background

CAHN is a Black-led organisation set up to address the wider social determinants to reduce health inequalities for people of Caribbean & African in Greater Manchester and beyond. We work with the Black community and cross-sector organisations to build community resilience, relationships and a social movement to reduce health inequalities.



CAHN's **vision** is to eradicate health inequalities within a generation for Caribbean & African people.

Our **mission** is to lead strategic engagement to change the unhelpful practices of service providers, commissioners, and member organisations to influence policy and practice to ensure racial and social justice is a focus of health and other sector service reform in our region.



Job Description

Job title: Volunteer Coordinator and Team Administrator

Accountable to: Community Engagement Manager

Type of Position: 12 Months Fixed Term (extension subject to funding)

Work hours per week: 35 hours per week

Employment Start Date: As soon as possible

Location: Ideally Greater Manchester (or ability to travel occasionally)

Salary: £23,660 - £25,935

Deadline: Thursday 13th May 2021

Submit application to hr@cahn.org.uk

Application Contact: To discuss any queries about the application please contact sandy@cahn.org.uk or telephone 07853 984563

Job Purpose

- To support the Community Engagement Manager in raising CAHN's profile through community engagement, and
- To recruit, monitor and support volunteers who are an asset for CAHN as a voluntary organisation.
- To support the team with administrative duties.



General and Key Responsibilities

A. Governance

- To coordinate volunteers' activities
- To report to and assist the Community engagement Manager in developing a clear plan for volunteers' engagement.
- Working closely with managers to coordinate the development and delivery of local volunteer recruitment plans.
- To research and write volunteer policies and procedures, including risk assessments.
- To keep up to date with legislation and policy related to volunteering and make any necessary modifications to accommodate changes

B. CAHN operational activities

- To work in partnership with local volunteer managers to coordinate the recruitment of volunteers
- To support operational teams to deliver agreed volunteering plans
- To work with local colleagues to identify and coordinate training needs for volunteers
- To coordinate and co-deliver with managers face-to-face/remote induction sessions for new volunteers
- Liaising closely with managers to use data and insight to develop and implement plans that maintain best practice and foster an ethos of continuous improvement to the local volunteering experience
- To generate appropriate volunteering opportunities and role descriptions based on the needs of the organisation
- To raise staff awareness of the role and the function of volunteers
- To ensure there is appropriate support and training for volunteers
- To interview and recruit volunteers and ensure they are appropriately matched and trained for a position
- To organise profile-raising events to attract new volunteers
- To attend committees and meetings
- To help the Community Manager to generate income, write funding bids and raise funds to make projects sustainable
- Undertake any other administrative duties: deal with email and telephone enquiries, create and maintain filing and other office systems
- Keep diaries and arrange appointments
- Schedule and attend meetings, create agenda and take minutes – shorthand may be required
- Liaise with internal staff and with external contacts

C. Data Capture, Monitoring and Reporting

- To keep accurate written records of volunteer activity and monitoring information (via our database and other mechanisms).

- To work with local colleagues to co-produce and deliver new volunteering approaches and products
- Monitor and evaluate activities, write reports for funders and trustees
- Manage and produce documents for presentations
- To ensure the volunteer section of the website is up to date.
- To monitor and evaluate activities and help with writing reports for funders and trustee

D. General Responsibilities

- To adhere to all the CAHN's service standards, policies and procedures.
- To comply with the data protection regulations, ensuring that information on members remains confidential.
- To be responsible for personal learning and development, to support the learning and development of others with a volunteering role.
- To work in a manner that facilitates inclusion.
- To work collaboratively with colleagues and key stakeholders (both internal and external) in order to achieve CAHN's organisational objectives.
- To be available as a member of staff for evening and weekend events.
- To organise own work to ensure that it is accurate and of high quality and meets agreed targets.

This job description is not intended as a full and detailed range of duties that may be undertaken by the post holder and will be reviewed and developed to reflect the changing needs of the service. Other duties that are commensurate to the grade of the post may be requested from time to time.

Person Specification

This form lists the essential and desirable requirements needed in order to do the job. Applicants will be shortlisted **solely** on the extent to which they meet these requirements.

<p>Experience & Skills</p>	<ul style="list-style-type: none"> • Educated to Degree-Level (or equivalent) • At least 1 year's relevant experience of working in a community/ health/care environment. • Experience of leading small groups of people • Experience of managing and analysing information and experience of producing clear, concise reports. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p>
---------------------------------------	---	-------------------------------------

	<ul style="list-style-type: none"> • Experience of working with people (potential service users as well as other health professionals), across large, diverse and geographically dispersed areas. • Experience in presenting to individuals and groups of people. • Experience of using mailing systems and relationship- management systems, or willingness to learn. • Strong IT skills in software packages i.e. Word, Access, Excel (including preparation of charts and tables). • Experience in using Zoom, Microsoft Teams or other virtual meeting platforms. • Interest in empowering volunteers and minority communities. • Flexibility to represent CAHN for some evening and weekend events/presentations. • Full driving licence and own car will be required for community engagement work. • Strong interpersonal skills, with the ability to communicate effectively at varying levels within the organisation, as well as with external suppliers and stakeholders. • Strong project management skills with an ability to prioritise, manage a varied workload and work to deadlines. • Able to sensitively manage the complex topic of health inequalities and its causes. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p>
<p>Communications, behaviours and transferable skills</p>	<ul style="list-style-type: none"> • A strong demonstrable command of written and spoken English. • Excellent communication skills with the ability to proofread, write and copy-edit for a range of purposes, styles and audiences. • Ability to influence others including volunteers and staff to contribute to the success of events and work in general. 	<p>E</p> <p>E</p> <p>E</p>

	<ul style="list-style-type: none"> • Ability to exercise initiative and good judgement in selecting a course of action to solve day to day problems and to know when to refer a problem to others. • Ability to remain calm (including on the day when dealing with logistics of complex events) and helping others to find solutions. • Ability to work with minimal supervision and to make autonomous decisions regarding own workload, including effectively dealing with peaks and troughs in the work cycle. • Ability to plan and prioritise own workload to meet multiple deadlines. • High level of accuracy and attention to detail in all aspects of work. • Experience of reviewing processes and procedures in order to improve outcomes or improve efficiency. • Ability to build networks with a wide range of colleagues • Proven ability to develop a sense of community through good communications outputs. • Willing and able to work collaboratively as part of a small team, as well as independently. • Willingness to work flexibly, including occasional evenings and weekends to support events. • Passion for preventing health inequalities in the Caribbean and African community and an interest in the cause 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p>
--	--	--

E – Essential: requirements without which the job could not be done.

D – Desirable: requirements that would enable the candidate to perform the job well.