



CLWYD SPECIAL RIDING CENTRE

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Job Description and Person Specification

April 2022

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| Role | Volunteer Coordinator |
| Responsible to | Operations Director and Trustees |
| Responsible for | Volunteers based at Clwyd Special Riding Centre |
| Summary of Position | To recruit new volunteers and coordinate and support an effective team of existing volunteers to ensure that CSRC continues to maintain a high standard of provision. |
| Main Duties and Responsibilities | <p><u>Volunteer Coordination</u></p> <p>Coordinate an effective group of volunteers at CSRC, ensuring tasks are undertaken to the standard required.</p> <p>Work with other team members to ensure appropriate allocation of volunteers to ensure appropriate support of CSRC activities.</p> <p>Facilitate the training and organisation of new and existing volunteers in order to fulfil the needs of the Centre itself and the RDA groups that use it.</p> <p>Liaise with the Operations Director and Equine Manager as appropriate on matters relating to volunteers.</p> <p>To maintain databases and confidential records complying with current data protection policies.</p> <p><u>Recruitment</u></p> <p>To develop and implement a volunteer recruitment and retention strategy including designing and producing recruitment and publicity materials, media advertising, presentations and displays in conjunction with the other office staff.</p> <p>To lead the registration and induction process with each volunteer and to take up references and complete relevant disclosure processes.</p> <p>To liaise with both Operations Director and Equine Manager in the selection process and to match new volunteers to appropriate riding sessions or other non-equine activities and tasks at the Centre.</p> <p>To conduct six-week reviews for all new volunteers.</p> |

Training and Support

To assume the day-to-day responsibility for the ongoing support of volunteers ensuring regular contact with all.

To develop and assist in delivering on-going volunteer training and identify and agree individual training requirements.

To organise and facilitate regular support and information events for volunteers to meet and share experiences and to increase their knowledge and skills.

To create opportunities to thank volunteers for their contribution.

To provide information and advice to volunteers, produce and regularly update good practice guidelines and handbook in keeping with RDA guidelines.

To develop regular volunteer newsletters and other relevant information in liaison with the other office staff and Trustees.

Working in Partnership

To foster good working relationships with any local referring agencies and client groups.

To attend meetings and assist in working collaboratively and in partnership with such agencies, community groups and voluntary organisation's as appropriate in furthering the aims of volunteering.

In discussion with other staff members operate the process of matching volunteers to needs of the Centre and the RDA Groups based here.

Liaise with CSRC Team, volunteers, RDA Groups, physiotherapist and other relevant persons as needed.

Together with the wider team look at ways of publicising, promoting and developing services offered by the Clwyd Special Riding Centre.

To provide regular photographs and information relating to volunteers for social media platforms to the appropriate person.

To facilitate volunteer open days on and off site.

Reporting, Monitoring and Evaluation

Identify potential volunteer target groups based on location and demographics and to analyse current volunteer base to inform this.

To assist with the gathering of regular feedback from volunteers, coaches, beneficiaries, carers, families and schools as required for monitoring and evaluation purposes.

To meet and report regularly to the Operations Director for support and supervision.

General

Monitor and ensure the health and safety regulations are adhered to as per CSRC policy.

Undertake additional duties relevant to the Volunteer Coordinator role if required.

Essential Skills

Proven experience of organising and leading personnel.

Experience of supervising on a team and individual basis.

Proven ability to work to a high standard at all times.

Excellent communication skills and customer relation skills.

Proven experience of being able to plan and prioritise work effectively and to a high standard.

Able to be adaptable and flexible to the needs of CSRC.

Able to work within given policies and guidelines.

Excellent administration and IT skills.

Excellent organisational and presentation skills.

Desirable Skills

Experience of working with volunteers.

First Aid at Work Certificate.

Safeguarding Certificate.

Ability to communicate through the medium of Welsh, although this is not essential.