Community Roots Project

Job Description

Volunteer Coordinator

10 hours per week at £16.00 per hour.

Fixed Term Contract

(Grant Funding provided by The National Lottery Community Fund)

from 14th December 2026 to 30th June 2028.

Responsible To

The Volunteer Coordinator is accountable to the Board of Trustee Directors of Disability Nottinghamshire.

Job Purpose

The Volunteer Coordinator will play a key role in achieving the Community Roots Plus project outcomes by recruiting, developing and supporting volunteers who help disabled people, carers and their families access information, services, digital opportunities and community networks.

The postholder will promote support social inclusion, reduce loneliness and isolation, and contribute to the project's monitoring and evaluation framework to demonstrate impact and continuous improvement.

The role will ensure all volunteer-related activities are delivered in accordance with safeguarding, equality, accessibility, health and safety, data protection and organisational policies and procedures.

Key Tasks

Volunteer Recruitment, Development and Support

- Recruit, induct and support volunteers, including Volunteer Digi Buddies, and facilitate participation in advisory groups to empower individuals with lived experience to influence service development and community decision-making.
- Lead on the development of the Young Person's Advisory group

- Work alongside team members and external training providers to ensure volunteers receive appropriate training, support and development opportunities.
- Ensure volunteer recruitment processes are fair, inclusive and compliant with Equality Act 2010 requirements, safer recruitment practices and Disability Nottinghamshire policies.
- Facilitate DBS checks where appropriate and maintain accurate recruitment records.
- Ensure volunteers have the skills, confidence and ongoing support necessary to assist beneficiaries in accessing digital information, services and online communities.
- Develop volunteering opportunities that enhance community participation, reduce social isolation and strengthen community connections for disabled people, carers and their families.
- Establish regular volunteer support meetings, supervision opportunities and development sessions to improve volunteer confidence, digital literacy and community engagement skills.
- Support volunteers to participate in advisory groups, consultations, training opportunities and community forums to ensure beneficiaries have a stronger voice in shaping services.
- Promote equality, diversity and inclusion throughout all volunteer activities.
- Ensure reasonable adjustments are identified and implemented for volunteers and beneficiaries to enable full participation.
- Support volunteers to understand safeguarding requirements, professional boundaries, confidentiality and their responsibilities within the charity.

Beneficiary Support

- Support individuals to access information, services, resources and opportunities through signposting, assisted referrals, research and practical guidance.
- Encourage beneficiaries to develop confidence in accessing digital services and information independently.
- Support initiatives that improve wellbeing, resilience, community engagement and social inclusion.

- Assist beneficiaries to connect with local groups, activities and support networks to reduce loneliness and isolation.

Monitoring, Impact and Evaluation

- Maintain accurate records and monitoring information using Disability Nottinghamshire's database and reporting systems.
- Contribute to the collection of data relating to project outcomes, including beneficiary engagement, volunteer activity, referrals, social media interaction and partnership activity.
- Assist in gathering beneficiary feedback, case studies, success stories and outcomes using recognised evaluation tools, including the Office for National Statistics Wellbeing Measures.
- Support the production of reports demonstrating the impact of the project on individuals, volunteers, partner organisations and the wider community.
- Identify emerging trends, gaps in services and unmet needs to support future service development.
- Contribute to reporting against Community Roots Plus project targets and outcomes.
- Support the collection of evidence required by funders and stakeholders to demonstrate project effectiveness and impact.

Health, Safety and Safeguarding

- Comply with Disability Nottinghamshire's Safeguarding Policies and Procedures.
- Report safeguarding concerns promptly and appropriately in line with organisational procedures.
- Undertake risk assessments and ensure volunteer activities are delivered safely.
- Comply with Lone Working procedures where applicable.
- Promote a safe and supportive environment for volunteers, service users and staff.
- Comply with all relevant health and safety legislation and organisational policies.

Tasks for All Staff

- Attend regular supervision sessions, both one-to-one and peer support.
- Close access gaps through ongoing identification of unmet need within our communities and work with service users and partner organisations to address these.
- Support the establishment and development of a project advisory group led by service users.
- Facilitate training and development opportunities for service users and volunteers.
- Establish monitoring systems and support the recording of project data.
- Maintain accurate records, filing systems and information stored electronically to support service delivery and outcome monitoring.
- Communicate effectively with project staff, volunteers, service users and partner organisations.
- Market and promote services, activities and events using a variety of communication methods and media.
- Write reports and attend Trustee Board Meetings when required.
- Attend regular Project Progress and staff meetings.
- Participate in training identified as necessary for the role.
- Ensure confidentiality and secure handling of personal information in accordance with UK GDPR, the Data Protection Act 2018 and organisational policies.
- Understand and actively promote Disability Nottinghamshire's Equality, Diversity and Inclusion policies.
- Ensure all work is carried out in accordance with relevant legislation, charity policies and best practice guidance.
- Contribute to regular project review meetings, including capturing soft outcomes and beneficiary stories that demonstrate project impact.
- Contribute to project evaluation activities to support future service development and sustainability.

Essential Skills and Experience

Volunteer Management

- Experience of recruiting, inducting, supporting and retaining volunteers.

- Ability to motivate, encourage and develop volunteers from diverse backgrounds.
- Experience of organising volunteer rotas, activities, meetings or events.
- Understanding of volunteer management, professional boundaries and good practice.

Communication and Interpersonal Skills

- Excellent verbal and written communication skills.
- Ability to build positive relationships with disabled people, carers, volunteers, staff and external stakeholders.
- Confidence in facilitating meetings, presentations and group discussions.
- Ability to communicate effectively with individuals who have a range of disabilities, support needs and communication preferences.

Community Engagement

- Experience of working with community groups, voluntary organisations, statutory services or partnership networks.
- Ability to build and maintain effective partnerships and referral pathways.
- Understanding of social isolation, barriers to participation and community inclusion.
- Ability to promote services and opportunities within local communities.

Administration and Data Management

- Strong organisational and administrative skills.
- Experience of maintaining accurate records, databases and confidential information.
- Experience of collecting, monitoring and reporting performance and outcome data.
- Good working knowledge of Microsoft Office applications, including Word, Outlook and Excel.

Monitoring and Evaluation

- Experience of gathering feedback, case studies and outcome information.
- Ability to analyse information and identify trends and unmet need.

- Experience of producing reports for managers, trustees or funding organisations.

Safeguarding and Compliance

- Understanding of safeguarding vulnerable adults.
- Understanding of GDPR, confidentiality and information governance.
- Knowledge of equality, diversity and inclusion principles.
- Understanding of health and safety responsibilities within a community setting.

Values and Knowledge

- Commitment to the Social Model of Disability.
- Commitment to promoting independence, choice and inclusion.
- Ability to work independently and as part of a small team.
- Commitment to the values and objectives of Disability Nottinghamshire.

Desirable Skills and Experience

- Experience of coordinating Digital Champions or Digi Buddy projects.
- Experience of working within the disability, health or social care sectors.
- Experience of working on externally funded projects.
- Knowledge of community development approaches.
- Experience of social media engagement and online community development.
- Experience of facilitating service-user forums, advisory groups or consultations.
- Knowledge of outcome measurement tools such as the Office for National Statistics Wellbeing Measures.
- Volunteer Management qualification or equivalent experience.
- Safeguarding qualification.