



Job Profile	
JOB TITLE: Volunteer Coordinator	REPORTS TO: Lived Experience Team Leader
JOB PURPOSE: <p>Volunteer Coordinators are responsible for recruiting, induction, training, retention, and supporting GamCare's Online Support Volunteers and onboarding and supporting service users. Volunteering at GamCare currently involves Lived Experiences Volunteers providing Peer Support to services users, with plans to grow and develop the volunteer opportunities and experience at GamCare.</p> <p>GamCare's Online Peer Support Service is a new service within the Remote Services Team. This includes GamCare's 24-hour National Gambling Helpline, an online guided self-help programme, forums, chatrooms, and online appointments via a team of online support practitioners.</p> <p>Volunteer Coordinators are responsible for ensuring that all volunteers are given the appropriate support and ongoing training and development opportunities during their time with GamCare. The Volunteer Coordinator will also be responsible for supporting with the delivery of the Online Peer Support Service including contact with service users for initial assessments, handling safeguarding concerns and supporting with facilitating our chatroom and forum spaces alongside volunteers.</p>	
DIMENSIONS: <ul style="list-style-type: none">• Deliverables and KPIs within funder contractual agreements and GamCare's strategic business objectives• Adherence to GamCare's core values	
INTERNAL AND EXTERNAL CONTACTS: Internal <ul style="list-style-type: none">• Effective working relationships with Remote Services team and wider organisation• Collaborative working with Lived experience leads within GamCare, the NGSN and external Lived Experience groups• POD (People and Organisational Development Team) for support with the development of volunteering processes and procedures• Collaboration with GamCare's Communications teams External <ul style="list-style-type: none">• Collaborative relationship with team leaders and practitioners within the National Gambling Support Network (NGSN)• Information sharing with external agencies where appropriate• Engagement with external lived experience groups• Direct contact with service users for initial assessments and handling safeguarding concerns	

OVERALL ACCOUNTABILITIES:

- Recruitment, induction and training of volunteers delivering support to individuals affected by gambling harms through various online channels such as the Forum, Chatrooms, and GamCare's Online Peer Support Service
- Work collaboratively with new and existing groups internally and externally to GamCare to ensure services are co-produced, evidence-based, and meet service users' needs.
- Develop and follow processes and procedures to safeguard both service users and volunteers, following recovery criteria and set pathways, and contribute to their development in collaboration with the volunteer community within GamCare.
- Complete assessment calls with service users as they enter the service and provide intervention when needed to safeguard service users throughout their support
- Weekly moderation of GamCare's Chatroom and Forum spaces alongside Volunteers and other team members.
- Facilitate regular monthly and ad-hoc check-ins, group supervisions, development days, and debriefs with volunteers to ensure their own recovery is safeguarded, and they are an integral part of the wider Online Service's.
- Collaborate effectively within the Helpline and Online Services teams and wider GamCare to identify volunteering opportunities that support GamCare's work from a lived experience perspective.
- Meet KPIs (key performance indicators) and OKRS (Objectives and Key Results) to demonstrate performance results through reporting
- Take an active lead in supporting initiatives that recognise, celebrate and retain Volunteers, enabling them to understand the impact of their support on the lives of others, and ensuring all volunteers feel valued and supported in their roles.
- Ensure that appropriate and regularly updated resources and materials are available for volunteers to function in their roles effectively, and that they receive regular training and workshops to understand these resources.
- Maintain high standards of quality assurance, ensuring any systems issues are reported and fed back to the line manager for resolution.
- Facilitate effective communication and engagement with volunteers by disseminating information to ensure they feel part of the wider organisation, updated, and able to contribute to other areas such as working groups.
- Ensure that all Lived Experience Volunteers receive regular group supervision and ongoing development opportunities to discuss the positive or negative impacts of their volunteering experiences and receive the necessary support.
- Contribute to the ongoing evaluation of service and volunteer opportunities and support any future developments.
- Sensitively uphold GamCare's service procedures, including confidentiality, safeguarding, and GDPR, and provide training to Volunteers to understand and comply with these requirements.
- Uphold GamCare's core values in the work you do

Person Specification – Essential Criteria

Volunteer Coordinators will work collaboratively across Online Services function, providing support to volunteers delivering the Online Peer Support service via different online support channels

Experience Criteria

Experience

- Demonstrated experience working or volunteering in support services, peer support, or related fields (mental health, homelessness etc.)
- Experience in a volunteer coordination or volunteer management role, preferably within a charity or non-profit organisation.
- Experience of contributing to the delivery of recruitment, training, induction and supervisions, such as coaching, mentoring and performance managing staff/volunteers with or without lived experience
- Experience moderating online spaces like chatrooms and forums to ensure safety and support for service users and volunteers

Skills

- Excellent communication (verbal and written) and interpersonal skills, with the ability to give feedback, deliver training, establish rapport and build relationships with diverse groups and individuals
- Excellent IT skills with experience of working across digital platforms, call handling systems and CRMs and the ability to train and support volunteers with using these platforms and systems
- Empathy, sensitivity, and non-judgmental attitude towards volunteers and individuals seeking support for gambling related harms, with a genuine interest in addressing gambling harms through intervention and prevention work.
- Ability to provide guidance, support, training and supervision to volunteers, ensuring their well-being and personal development
- Respect for confidentiality and the ability to maintain boundaries while working with individuals in sensitive situations.

Circumstances

- The working hours for this role will include evenings and some weekend working to meet the needs of our volunteers
- Able to attend in person team development days twice per year (expenses paid) and in person volunteer events when needed

To be noted: This job description will be reviewed regularly. Any changes will be discussed with the post holder. This is not an exhaustive list of duties and responsibilities the post holder may be required to undertake other duties which fall within the grade of the job, in discussion with your line manager.