



Job Description: Volunteer Co-ordinator

Post Details

Job Title:	Volunteer Co-ordinator Annandale and Eskdale
Number of Posts:	One
Contract Term:	3 years
Reports to:	Project Manager
Hours:	21 hours per week
Salary:	£18,745 per annum (plus travel expenses)
Location:	Remote working with regular travel throughout Dumfries & Galloway.

About A Listening Ear

A Listening Ear (ALE) provides an open-access befriending service for adults across Dumfries and Galloway who are experiencing, or are at risk of, loneliness and isolation. We offer friendship, emotional support, and appropriate signposting to other services.

Founded in Wigtownshire in 2020 as a community response to the Covid-19 pandemic, ALE became a registered charity in December 2022. Demand for our service continues to grow, and we now operate region-wide.

In 2024, funding from The National Lottery Improving Lives programme and Third Sector Dumfries and Galloway's Communities Mental Health and Wellbeing Fund enables us to continue our core one-to-one befriending service and pilot our new 'Friendly Cup' social café project.

We are recruiting a Volunteer Co-ordinators to cover the Annandale and Eskdale part of the region.

Role Purpose

Volunteer Co-ordinators play a key role in ensuring the smooth, safe, and effective delivery of ALE's services. Working closely with the Project Manager, Administrator, Volunteers, and Trustees, the postholders will support both service users and volunteers while contributing to the ongoing development of the organisation.

Key Responsibilities

Project Activities

- Promote ALE's services to statutory bodies, voluntary organisations, community groups, and social enterprises across Dumfries & Galloway, including delivering presentations when required.
- Prioritise outreach to individuals who may face additional barriers to accessing support, including older adults, carers, and LGBT+ people.
- Act as the first point of contact for organisations wishing to refer individuals to ALE.
- Contact referred individuals to complete a short assessment and discuss their needs and support options.
- Maintain accurate and secure records of service users, members, and stakeholders in line with data protection legislation.
- Recruit Volunteers through community engagement, word-of-mouth, and promotional materials, working closely with the Administrator.
- Lead Volunteer induction and training.
- Facilitate ongoing training and development opportunities based on feedback from Volunteers, service users, staff, and stakeholders.
- Provide one-to-one and group support to Volunteers through in-person meetings, telephone calls, email, and monthly Zoom drop-ins.
- Implement evaluation tools such as surveys, focus groups, and consultations to support service improvement and organisational learning.
- Produce reports using ALE's standard templates for funders, contracts, and the Board of Trustees.

HR and Finance

- Manage day-to-day communication with Volunteers, service users, and stakeholders, handling any challenges with tact and sensitivity.
- Escalate issues to the Project Manager when appropriate.
- Forward Volunteer expense claims to the Administrator.
- Submit monthly invoices and provide receipts for expenses.

Compliance

- Work in line with ALE's Policy Handbook, with particular attention to data protection, safeguarding, and Health & Safety.
- Gather and record safeguarding and risk-assessment information as required.
- Follow ALE's Standard Operating Procedures.

Other Duties

- Carry out any additional tasks relevant to the role as requested by the Trustees.

Skills and Qualities Required

- Experience working within or alongside a VCSE or faith-based organisation (preferred but not essential).
- Experience supporting volunteers both in person and remotely.

- Ability to work collaboratively as part of a small team.
- Strong ability to work independently, managing time and workload effectively.
- Excellent communication skills, both written and verbal.
- Strong IT skills and confidence using digital tools.
- A commitment to empowering individuals and strengthening communities.

Additional Information

- Staff must have reliable broadband at home to support remote working.
- ALE will provide appropriate IT and telephony equipment, including a dedicated laptop and mobile phone.
- Applicants must have a driving licence and be prepared to use their own vehicle, travel will be reimbursed.
- As this post is specifically funded the applicant needs to reside in the Annandale and Eskdale region.