

## Example Volunteer Manager/ Coordinator Role Description

An extract from the [Active Volunteer Management Toolkit](#) – Finding and looking after the people who are key to the survival of your organisation (Centre, Club, School)

<b>Role</b>	Volunteer Manager/Coordinator
<b>Key Purpose</b>	Planning the human resource requirements for _____(Organisation). Finding selecting, training; acknowledging and looking after the general well-being of volunteers
<b>Reports to</b>	President/Chairperson/Operations Manager
<b>Connection points</b>	<ul style="list-style-type: none"> <li>• Executive Committee/Operations Manager/Organisation Staff</li> <li>• All volunteers associated with the organisation</li> </ul>
<b>Key Responsibilities</b>	<ul style="list-style-type: none"> <li>• Assess the human resource requirements for day to day running of the organisation and special events</li> <li>• Create and implement volunteer management plan (unless existing)</li> <li>• Ensure the appropriate policies and procedures to support volunteers are in place</li> <li>• Promote volunteer opportunities and attract volunteers</li> <li>• Find and recommend the appointment of individuals to roles that suit them</li> <li>• Organise induction processes and ensure they are implemented consistently</li> <li>• Ensure all volunteers are supported and encouraged to provide feedback regularly</li> <li>• Organise volunteer rosters</li> <li>• Maintain records/database of volunteers</li> <li>• Identify and organise training/professional development opportunities</li> <li>• Ensure volunteers are reimbursed for approved out of pocket expenses</li> <li>• Ensure volunteers are acknowledged for their efforts</li> <li>• Develop volunteers to take on future roles within the organisation (succession planning)</li> <li>• Maintain good communication channels between volunteers and the rest of the organisation</li> <li>• Submit regular reports to the executive committee/operations manager</li> <li>• Ensure budget is available for identified volunteer requirements i.e. training, expenses, recognition initiatives</li> <li>• Create and promote a great environment and culture towards volunteers</li> </ul>
<b>Desired Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>• Excellent interpersonal skills and effective communicator</li> <li>• Positive and enthusiastic</li> <li>• Well organised</li> <li>• Approachable and trustworthy</li> <li>• Understanding of HR processes</li> <li>• Understanding of the various volunteer roles which exist within the organisation</li> <li>• Experience of undertaking a volunteer role previously</li> </ul>
<b>Estimated Time Commitment</b>	<ul style="list-style-type: none"> <li>• <b>XX</b> hours per week. (this will vary depending on the size of the organisation and the structure you have chosen to implement i.e. the number of volunteer coordinators you have and the breakdown of duties).</li> <li>• The role holder would be appointed for a term of <b>XX</b>, however this is open to negotiation.</li> </ul>