



## **National Volunteer Coordinator**

Updated May 2021

Volunteers are at **the heart of StreetDoctors**, without them we couldn't deliver our lifesaving training that empowers young people to save lives, and reflect on their involvement in violence. Applying to be our National Volunteer Coordinator (NVC) gives you a **unique opportunity** to be at the centre of supporting and strengthening our volunteer movement, so we can reach more young people affected by violence across the UK.

This year-long post will give you the opportunity to be at the centre of our HQ staff team in a paid post. It has been held by a variety of volunteers in the past, both students and graduates. It is an incredibly varied role, which adapts to the needs of StreetDoctors each year, but always retains a **key leadership role** in supporting every volunteer team across the UK.

The candidate appointed to post for 2021 - 2022 will have these specific opportunities:

**Supporting the development and launch of new content as part of StreetDoctors Reducing Violence Programme**

**Supporting the implementation of the revised annual recruitment and training cycle, providing a comprehensive support programme for volunteers**

**Coordinating session delivery nationally for both digital and in person sessions**

**Creating online resources and events to increase engagement with volunteers and young people**

**Boosting the number of nurses and paramedics in our volunteer cohort**

**Supporting the development of a new database system to be used by volunteers**

## What's the role like?

Read about the experiences from those who've been in post before!

### Fauziya Lakhi – 2020/21

**“Being NVC has been an exciting ride!** When I started my role, I jumped straight into working on our digital sessions and delivery, and I was given the opportunity to have a real hand in the development of our knocked out session. **I have loved the encouragement and autonomy** to work on projects and ideas, and having a very supportive team to ask for help. It has also been great to support the volunteers with any issues, but also to celebrate their achievements!

**There is a lot of opportunity to grow into the role, and make it your own.** No two years of being NVC are the same, because StreetDoctors are open to hearing what you would like to accomplish in your time as NVC.

It doesn't matter how long you've been a volunteer or whether you've been Team Leader - if you're interested in making a difference with StreetDoctors, then you should apply!”



### Dr Emma Brooks – 2017/18



**“I LOVED** my year as a staff member and find it difficult to put into words just how much I got from the role. **I was able to do things that I would never have had the opportunity to do in medicine** and had SO much fun doing it. I got to meet and work with incredible volunteers, exciting partners and the best staff team I have ever worked with.

The skills I learnt have both made me **a better, more confident and more creative doctor** and, also inspired me to do more than just live to work now I am back in training. Go for it - you will NOT regret it!”

## **Job Description**

|                     |   |
|---------------------|---|
| Job Title           | National Volunteer Coordinator  |
| Reporting to        | Youth Engagement Manager (YEM)  |
| Responsible for     | Leading volunteer team support, both locally and at national events; assisting YEM with all aspects of volunteer engagement including recruitment of volunteers and setting up local teams, delivering an improved annual training cycle, the training and oversight of specialist groups, with particular responsibility for Impact Specialists, supporting volunteer vetting and safeguarding; assisting Partnerships Manager and London Partnership Officer in the development and maintenance of key external relationships with delivery partners. (Due to the unknown trajectory of Covid-19 there may be some adjustments made to your job description once the post starts) |
| Location            | Homebased with some travel to London and around the UK as required.   |
| Hours               | Full time 37.5 hours a week with some weekend and evening work, hours including protected clinical time (to be determined). Flexible working including job share can be considered.   |
| Salary              | £28,000   |
| Probationary Period | 3 months  |
| Contract            | One year  |
| Notice Period       | 2 months  |
| Start Date          | ASAP in July  |

### **Main responsibilities**

#### **1. Day to day delivery management and support of volunteer engagement at all levels within StreetDoctors:**

- Work closely with local teams the Partnership Manager and London Partnerships Officer to optimise training session opportunities for all volunteers.
- Maintain close relationships with all Team and Deputy Team Leaders to support local delivery across the UK.
- Pro-actively support all teams with volunteer recruitment, retention and engagement through regular catch ups, visits, and calls.
- Be the initial point of contact for every volunteer and be responsible for all messaging that goes out to volunteers. For volunteers based in London teams this responsibility is jointly shared with the London Partnerships Officer.
- Work with the staff team to contribute to internal and external communications, including social media channels and volunteer newsletters.
- Communicate strategic and organisational aims to local teams, ensuring that volunteers understand how strategic aims and initiatives align with local activities and that volunteer ideas, views, concerns and voices are represented within the staff team.
- Manage the online volunteer Playbook, making sure content is up to date and relevant.

- Work with the CEO to support and oversee StreetDoctors impact and support the gathering of impact evidence.
- Be a pioneer and champion for the database systems that support local volunteer delivery and train volunteers how to use them.
- Act as a spokesperson for StreetDoctors when necessary, clearly explaining key messages to media and key stakeholders with support from the staff team.
- Support the Partnerships Manager to produce quarterly Board reports including updates about local volunteer team management, training data and relationships with delivery partners/stakeholders.
- Coordinate session delivery and support teams to deliver high calibre sessions, liaising with delivery partners and supporting management of specific delivery packages nationally alongside the Partnerships Manager.

## **2. Content creation and medical knowledge application**

- Support the development of new session content, working closely with the Partnership Manager and CEO, to devise new training session in line with medical guidance.
- Continuous improvement of existing content with up to date medical information and understanding of both digital and face to face delivery methods.
- Keep up to date with the Resuscitation Council guidance and international guidance on best practice for first aid training, ensuring this is implemented in StreetDoctors training.

## **3. Work with the staff team to implement StreetDoctors Youth Participation Plan:**

- Supporting recruitment of volunteers to youth engagement programmes, including Stepwise and youth ambassador programmes.
- Support young people to be part of reviewing current training content and co-creating new content of additional training topics.

## **4. Support the organisation of all volunteer training events:**

- Work with volunteers and the staff team to arrange, design and facilitate volunteer training events; including newly recruited volunteers, our national conference, Team Leader and Deputy Team Leader training days and Specialist days.
- Support evaluation and evolution of all volunteer training content.

## **5. Safeguarding and volunteer vetting:**

- Report all safeguarding and other incidents to the staff members responsible as set out in StreetDoctors policies and procedures.
- Administer the process of volunteer recruitment with support from the staff team, in particular volunteer references, DBS and PVG applications.
- Undertake training in safeguarding and act in accordance with safeguarding policies and procedures set out by the organisation

## **6. Work closely with the staff team to support expansion and relationships with delivery partners and other stakeholders, including:**

- Support the Partnerships Manager and local teams to review, maintain and build relationships with local delivery partners.
- Liaise between the volunteer teams and delivery partners when establishing management of newly commissioned packages.
- Work with the staff team to establish new volunteer teams as needed.

## National Volunteer Coordinator - Person Specification

|  | <b>Essential</b>  | <b>Desirable</b>   |
|--|---|--|
| <b>Qualifications</b>                    | Have completed at least one year of university study in a medical, nursing or paramedic degree or equivalent work experience  |  |
| <b>Experience</b>                        | Experience of being a StreetDoctors volunteer.<br><br>Prioritising a complex workload and delivering to deadlines.<br>Listening and facilitation skills.  | Leading and inspiring others.<br>Experience of youth work, group work and/or training experience with young people or adults.<br><br>Experience of pre-hospital care, public health or healthcare education. |
| <b>Skills knowledge and capabilities</b> | Excellent written, online and verbal communication skills.<br>Flexibility and problem-solving skills.<br><br>Knowledge of current resuscitation guidelines and the implications of guidelines on first aid training.<br><br>Keeping accurate records.<br><br>Confident using digital platforms or a willingness to learn. | Able to present to a diverse range of audiences.<br><br>Presenting skills.<br><br>Designing and facilitating training.<br><br>Monitoring and Evaluation.   |
| <b>Personal Attributes</b>               | Confident, determined and reliable.<br><br>Energetic, creative, solution-orientated, hardworking, committed, and self-motivated.<br>Thrives on variety and copes well with change.  | Values volunteering and committed to supporting and enabling social action.  |

### How to apply

If you have any questions about the role please contact, Youth Engagement Manager, Joanna Vidal, [joanna@streetdoctors.org](mailto:joanna@streetdoctors.org) **Please make sure you enquire with your university or employer about taking a year out.**

To apply please send your CV and a covering letter (no more than 2 sides) outlining your interest in the role and how you fulfil the person specification to, Joanna Vidal [joanna@streetdoctors.org](mailto:joanna@streetdoctors.org)

Key dates:

- Deadline for applications is **23:00 on Sunday 13th June 2021.**
- Successful applicants will be notified by **17th June 2021** at the latest.
- Interviews will be held on **Monday 21th June 2021** via an online platform.
- Role start date will be in July following successful DBS and Reference checks.