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| Job Title: | Volunteer Coordinator | Job Category: | Part Time Employee |
| Fee: | £140 per week paid monthly | Position Type: | 10 hours p/w ideally spread out Monday-Friday, for 10 months. 1st Oct. 2019 – 1st Aug 2020. Renewal dependent on funding. Working from home. You will need access to the internet but be provided with GA Laptop. |
| To apply | Send application form to: office@globalarrk.org | Important (provisional) dates: | Deadline: 23rd SeptemberInterviews: 26th SeptemberStart date: 1st October |
| GlobalARRK is a UK registered charity based in Bath working to prevent international custody disputes by raising awareness and supporting parents who are ‘Stuck’ in a foreign country after a relationship breakdown abroad. **This is an exciting opportunity to manage a team of Parent Support Volunteers (PSVs) to provide peer support to struggling parents.**We have been running online support as a registered charity since 2016 but we can’t currently keep up with demand for phone support and have a waiting list. We want to improve the help we provide and ensure that parents in need can reach us more easily. We currently support 300parents, have 150 parents in peer support groups and are contacted by one new Stuck Parent in the UK, every day.We are a user led UK charity with a strong community of committed volunteers who share similar experiences of surviving domestic violence, poverty, isolation and immigration issues with those we support. These are the outcomes we hope this post will achieve: **Stuck Parents will:*** Be better informed and have access to specialist advice, preventing International Child Abduction
* Feel less isolated and more supported by being integrated into a community
* Become emotionally resilient better able to continue caring for their child/ren

**Volunteers will be:*** Better supported
* Better ‘retained’
* More effective at supporting others
* Helped on their personal journey to ‘recovery’ by helping others
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| Job Description |
| **Desirable experience:*** Managing volunteers
* Helpline work
* Record keeping
* An understanding of issues faced by ‘Stuck Parents’
* CRM systems especially Hubspot

**Qualities & Skills:** * Positive ‘can do’ attitude
* Friendly & approachable
* Reliable
* Forward planning skills: meetings, goals, strategy of volunteer management
* Ability to scrutinise the volunteer’s work to make sure all clients are dealt with in accordance to GA expectations

**The Role:**The PSV Coordinator will work to recruit and manage 5 PSV’s and ensure that every Stuck Parent who contacts us is well supported. The Coordinator will monitor incoming emails/ messages Monday – Friday and ensure that systems are working efficiently so that the PSV Team are able to give good quality phoneline support to Stuck Parents.* Support the Recruitment process and process applications updating central records.
* Lead on orientation and training of new Parent Support Volunteers, including annual appraisals.
* Monitor incoming communications from Stuck Parents, and ensure the phoneline CRM systems are working efficiently and updated by PSVs
* Ensure volunteers are welcome and supported, adhering to GlobalARRK expectations with quality and quantity of work and values
* Ensure systems and policies are adhered to by all PSVs.
* Keep thorough and up to date records of volunteer details, work, attendance at meetings and achievements
* Plan to celebrate achievements to motivate volunteers and encourage retainment.

**In addition to renumeration we offer:*** Job satisfaction. Working for a charitable cause – helping stuck parents access the support they need
* A friendly team (all working from home but in regular contact) and social events
* Ongoing support to achieve goals
* Laptop and email address for GA work

**Outputs and targets**: You will aim to help recruit and support 5 PSVs. These PSVs will support 150 UK based Stuck Parents over 10 months. You will be supported by and ultimately report to the Chair or CEO, currently Roz Osborne. You will meet once a week to report on and discuss PSV team’s achievements that week. Records will be kept of this information by the PSVC so that GA Trustees can see over time how the team are performing.  |