

Volunteer Donation Coordinator Role Description

Harbour Support Services is an independent charity providing services to women, men and children who have experienced domestic abuse.

Role Title	Volunteer Donation Coordinator
Service	Core Service
Reporting Relationship	Team Leader
Role Description	<p>The core service, based at head office (Hartlepool) is a non-client environment dealing with highly sensitive and confidential information. It is a central point for incoming and outgoing of donation, food parcels and marketing materials.</p> <p>Duties may include</p> <ul style="list-style-type: none"> • organising incoming and outgoing donations • sending letters of thanks to donors • keeping records of what has been donated • collecting donations • visiting various refuges across the North East collecting and dropping off donations and marketing materials <p>The volunteer would liaise with Harbour's Administration Officer regarding distribution of goods.</p>
Personal Profile	<p>This role requires an enthusiastic and energetic person with the ability to communicate well with both staff and donors.</p> <p>Good organisational skills and record keeping skills are essential.</p> <p>Driving is essential for this role and you will need to have appropriate insurance cover (business), some companies may charge for this change in policy.</p>
Location	Hartlepool
Commitment	We ask for volunteers to commit to a minimum of 4 hours per week from its volunteers. We would hope that you would be able to commit to volunteering for us for a minimum of 6 months.
Benefits to the Volunteer	<p>Why volunteer for us?</p> <ul style="list-style-type: none"> • Relevant work experience • Induction and ongoing professional training • An opportunity to gain new skills and experiences • Help you to develop your confidence • An opportunity to meet new people • Support, supervision and personal development • Chance to engage with a wide range of people and diverse community groups • Rewarding sense of having made a positive difference to people's lives

	<ul style="list-style-type: none"> • Opportunities to join in project teams and influence development throughout the organisation • Expenses: Paid in accordance with our Volunteer Policy (out of pocket travel expenses and lunch depending on length of shift) • We are happy to respond to requests for references in relation to any voluntary work carried out within our organisation
Key Qualities, Skills and Traits	<ul style="list-style-type: none"> • Working in a busy environment and meeting deadlines • An interest in the issues surrounding domestic abuse • Non-judgmental attitude • Clarity on issues of confidentiality • Ability to communicate at all levels • Ability to work on own initiative • Ability and desire to work as part of a team • Flexible approach • Excellent people skills • Attention to detail • Understanding of and commitment to the aims & objectives of Harbour Support Services
Training Opportunities	<p>All volunteers are expected to undergo Harbour Volunteer Training before they start volunteering for us.</p> <p>Volunteers will be able to access Harbour's full training program.</p> <p>Full support will be given to help volunteers understand and carry out any aspect of the role as appropriate.</p>
For more information, contact:	<p>Rachael Leech, Recovery Service Team Manager volunteers@myharbour.org.uk</p> <p>Head Office 8 Sydenham Road Hartlepool TS25 1QB T : 03000 20 25 25 E: info@myharbour.org.uk</p>

This role description describes the main purpose & outcomes for the post. It is a guide to the nature and principal duties as they exist currently, but is not intended to be comprehensive or permanent, nor does it form part of the contract of employment.