

Job Description and Person Specification

Job title	Volunteer Coordinator
Project base	Liverpool
Hours & salary	37.5 hours per week £23,918 - £28,312 per annum
Accountable to	Area Service Manager

About Emerging Futures CIC

Emerging Futures works with adults affected by drug and alcohol addiction, offering housing and community-based support.

We believe that no one should suffer the stigma associated with addiction, and that everyone seeking support should feel valued and respected.

We provide homes for people to connect with others and make the necessary changes to move towards independent, healthy living.

Our behaviour change services provide a confidential space to share experiences, and offer practical support to those who want to change.

The Emerging Futures accredited coach training develops the skills of our volunteers, motivating people to give back and reconnect with their community.

About the role

As a Volunteer Coordinator, you will manage the recruitment, training, deployment, and supervision of Volunteer Recovery and Family Coaches across the county.

Volunteers will support providers across the treatment service such as CGL and the Forward Trust and other agencies as needed.

You will find opportunities for volunteers to assist with recovery, wellbeing, and family resources in the community, while raising awareness of volunteering with Emerging Futures (EF) and partners.

You will help develop volunteers' skills and encourage pathways to paid employment with EF and its partners.

You will promote community-based options for mutual aid, reintegration, and treatment services, including adult education, volunteering, employment, and community activities. You may also deliver programs across the county.

Principal duties and responsibilities

Supporting those around you

Lead the supervision of EF Volunteer Recovery and Family Coaches.

Oversee volunteer recruitment and onboarding, including interviews, DBS checks, inductions, and training.

Develop volunteers' skills and knowledge through effective training and management.

Support the wellbeing of all volunteers, mentors, advocates, and coaches within our partnerships.

Service delivery and performance

Deliver the five-day coaching course across the county.

Serve as the main contact for volunteer-related inquiries in the county.

Ensure volunteers support families and loved ones affected by addiction.

Identify local resources and create partnership opportunities to empower service users through personal choice.

Collaborate with other EF services, such as Housing and Prison Link teams, to provide volunteer opportunities and development.

Maintain accurate case records and use case management and data tools.

Build supportive relationships with those in recovery, offering brief interventions to help them continue their recovery in the community after treatment.

Community engagement

Promote EF at every opportunity and share examples of good practice with a broad audience, including local employers, communities, and recovery groups.

Promote services through various communication, marketing, and media channels.

Build and maintain relationships with local groups and businesses to create ongoing opportunities for service users during and after treatment, abstinence programs, and community outreach.

Engage actively in the community and create partnership opportunities to make recovery visible, viable, and appealing to everyone.

Health, safety, and risk management

Promote and ensure adherence to Equality of Opportunity policies and anti-discrimination practices, reflecting EF's commitment to diversity.

Generic duties and responsibilities

Confidentiality

Service user, volunteer and staff information is confidential. It is a condition of employment that staff do not use or disclose any confidential information obtained in accordance with data protection legislation.

Code of Conduct

All staff are expected to adhere to all EF's policies and procedures that establish standards of good practice and follow any codes of conduct which are relevant to their own profession. Staff will promote and ensure adherence to Equality of Opportunity policies and anti-discriminatory practice, demonstrating EF's commitment to valuing diversity.

Privacy and dignity

Staff should respect service user/family/carer's diversity, cultural needs and privacy.

Safeguarding

All staff have a duty to safeguard and promote the welfare of service users, volunteers, their families and carers. Staff have a duty to ensure they are familiar with safeguarding policies, attend safeguarding training and know who to contact if they have concerns about an adult or child's welfare.

Health and safety

EF has a duty of care to employees and will ensure that, as far as is reasonably practicable, adequate training, facilities and arrangements for risk avoidance are in place. All employees are required to comply with relevant Health & Safety legislation and policies relating to Health & Safety and Risk Management

Professional development

Staff must be committed to their professional development and keep up-to-date with relevant developments and legislation in the sector.

Skills and experience

Essential	Desirable
Experience of managing staff or volunteers. Knowledge, experience or understanding of coaching models and mentorship or working in a person-centred way. Experience of group work or training delivery. Experience of recording information onto a database.	Coaching, counselling, or Health and Social Care qualification. Experience supporting individuals to make lasting behaviour changes that improve safety and wellbeing. Completion of Emerging Futures' accredited 5-day Recovery Coach training.

