



QUEENS HALL ACTION ON POVERTY

JOB DESCRIPTION

Job Title: Supported Volunteer Coordinator

No of Posts: 1

Salary: £26,832 FTE

Status: Full Time, Substantive (would consider Part Time for the right candidate)

Hours: 37.5 hours per week over 5 days

Holidays: 24 days plus Bank Holidays per annum

Based at: Wigan Town Centre Location

Responsible to: Multibank Development Manager

Accountable to: Queen's Hall Action on Poverty Trustees

SUMMARY

The Brick is an ambitious charity with big aspirations for people in need within our community. We provide RELIEF, RESTORATION and REFORMATION by offering tailored support, hope, and opportunity to those looking to improve their quality of life. Our core work is in homelessness, and these projects include emergency and supported accommodation, street outreach and homelessness prevention programmes. In March 2023, we launched England's first multibank in partnership with Gordon Brown and Amazon. We have since distributed 3million household items, donated to us by businesses, to families in need via a network of over 400 professional partners across Greater Manchester and neighbouring towns. We have huge ambitions to grow this project across the northwest by increasing funding donations and hence capacity. We also operate an affordable food community, serving 600 households every month with affordable food and distribute pre-loved furniture items to families in need across the Wigan Borough.

Job Purpose

The Supported Volunteer Coordinator is responsible for recruiting, supporting and developing volunteers who may be **furthest from the labour market**, including people facing barriers such as homelessness, long-term unemployment, health challenges, disability, caring responsibilities or lack of confidence.

The role ensures volunteering within the Multibank and Food Community is **accessible, safe, meaningful and developmental**, helping volunteers build confidence, skills and routines while contributing to the delivery of essential support for children and families experiencing poverty.

Key Duties and Accountabilities

Volunteer Recruitment and Coordination

- Recruit and onboard volunteers from diverse backgrounds, including those referred through The Brick, employment support, health, or community partners
- Match volunteers to appropriate roles within the Multibank, taking into account individual needs, strengths and aspirations
- Coordinate volunteer rotas and attendance, ensuring safe and effective warehouse operations

Supported Volunteering and Wellbeing

- Provide **1-to-1 support** to volunteers who require additional guidance, encouragement or adjustments
- Create a welcoming, non-judgemental environment that promotes dignity and inclusion
- Identify barriers to participation and work creatively to remove them (e.g. confidence, transport, routine, anxiety)
- Support volunteers to build employability skills such as timekeeping, teamwork, communication and confidence

Progression and Development

- Work with volunteers to set personal goals and review progress
- Signpost or refer volunteers to additional training, employability support or external services where appropriate
- Support pathways into further volunteering, training or employment, where this is a volunteer's goal

Partnership Working

- Build strong relationships with referral partners (e.g. employment services, health services, community organisations as well as The Brick's own independent living mentors)
- Provide feedback to partners on volunteer engagement and outcomes (in line with consent and data protection)
- Contribute to reports and impact data demonstrating the social value of supported volunteering

Safeguarding and Compliance

Safeguarding & compliance

- Ensure volunteering activities meet safeguarding, health and safety and risk assessment requirements
- Maintain accurate volunteer records and monitoring data
- Uphold organisational policies and values at all times

Person Specification

Essential

- Experience supporting people who face barriers to work, volunteering or engagement
- Strong interpersonal and communication skills
- Ability to provide calm, patient and encouraging support
- Organised, reliable and able to manage multiple volunteers
- Commitment to equality, dignity and trauma-informed practice
- Understanding of safeguarding and boundaries

Desirable

- Experience coordinating volunteers
- Background in employability, adult learning, community work or health & wellbeing
- Knowledge of barriers faced by people furthest from the labour market
- Experience working in a charity, social enterprise or community setting

Values & Behaviours

We are looking for someone who:

- Believes in people's potential, even when confidence is low
- Understands that progress is not always linear
- Is empathetic, practical and solution-focused
- Can balance compassion with clear boundaries and expectations

Safeguarding

The Brick is committed to safeguarding children and vulnerable adults. The successful applicant will be required to undertake appropriate background checks.

To Apply: Please upload an application outlining why you would be an asset to our charity using this link: <https://hr.breathehr.com/recruitment/vacancies/44637>

Please apply early as we reserve the right to close applications as soon as sufficient applicants have been received

Closing Date: 6th March 2026

Interviews: w/c 9th March 2026

PARTNERSHIP WORKING

The Brick is committed to delivering Wigan Council's Progress with Unity approach and as such we are asking for applicants who are committed to delivering:

- **Create fair opportunities for all children, families, residents and businesses**
"Together, we will break down the barriers that create financial, health, education and environmental inequalities in our borough."

- **Make all our towns and neighbourhoods flourish for those who live and work in them**
"Together, in genuine partnership with our residents and businesses, who know our communities best, we will help each town and neighbourhood in the borough to celebrate and maintain their identity whilst understanding and helping to achieve what is needed to thrive."

OTHER

Health and Safety

In line with Health and Safety and Lone Working Policies, take reasonable care of personal health and safety and the health and safety of colleagues, mentors and service users and other persons who may be affected by acts and omissions.

Reporting any incidents and Safeguarding concerns in a timely and effective manner following the Wigan tier report system.

Diversity

Understand and implement The Brick's Equality and Diversity Policy

Out of Hours

You will be expected to undertake work on weekends and evenings.

Be willing to undertake and assist in fundraising activities which may occur out of hours.

Promoting fundraising for the Charity

To promote good communication within The Brick and the Charity as a whole.

To ensure good time management

Queen's Hall Action on Poverty are committed to the safeguarding and protection of all young people and adults, in line with our Safeguarding policies. We will carefully select, train and support all those with any responsibility within the Charity, in accordance with our rigorous recruitment and selection policies.

The Brick is committed to promoting a diverse and inclusive workplace, which attracts all candidates and signals our commitment to celebrate and promote diversity. This includes not discriminating under the Equality Act 2010 and building an accurate picture of the make-up of our workforce.

We offer a range of family friendly, inclusive employment policies, flexible working arrangements and support or staff from different backgrounds.