

Coordinator – Volunteer Programme

Location: New Delhi
Reports To: COO/MT



Section 1 | About Udayan Care

Udayan Care, an ISO 9000 certified organisation, has been working for the quality care of disadvantaged children and women and youth for over 24 years, with the endeavor of providing sustainable rehabilitation. The mission of “A nurturing home for every orphaned child; an opportunity for higher education for every girl and for every adult; the dignity of self-reliance and the desire to give back to society.” is what drives its 130 employees and close to 800 volunteers to action.

Udayan Care provides homes to orphaned children while also giving girls financial and development support to continue higher education, and communities to train themselves in vocations, by engaging socially committed individuals, who provide a transformative, nurturing and mentoring environment, to help them realise their full potential.

Udayan Care has been accredited by Give India, Guidestar and Credibility Alliance, for its transparent and credible performance. In 2015, the Honourable President of India awarded Udayan Care the **National Award for Child Welfare 2014**—India’s highest commendation for a non-profit child welfare organisation constituted by the Government of India for its efforts to bring smile in the life of young children.

Section 2 | Purpose of the Role

The role involves assessing an organization's and its partners volunteering needs and then meeting those needs through the recruitment, placement and retention of volunteers. Also involves managing volunteers and their relationship with those they come into contact with, including employees and partners. Coordinator will also monitor, evaluate, and accredit volunteers, after taking inputs from the team employing the volunteer, and allows the organization to deliver on its commitments.

Section 3 | Key Responsibilities

- Implement the Volunteer Manuals- National and International – and adhere to standard procedures and formats for compliance of relevant and needed details/ information.
- Providing information for updating the volunteer website regularly
- Assist in researching and writing volunteer policies and procedures as and when evolved
- Liaising with departments within the organization or with external partners to understand how they work, and assess their volunteering needs.
- Generating appropriate volunteering opportunities and role descriptions based on the needs of the organization.
- Ensure receiving of all relevant documents prior and post volunteer/intern engaging with programmes and projects with Udayan Care
- Raising staff awareness of the role and function of volunteers.
- Ensuring there is appropriate support and training for volunteers.(Orientation)

- Promoting volunteering both internally and externally.
- Recruiting volunteers and ensuring they are appropriately matched and trained for a position.
- Monitoring, supporting, motivating and accrediting volunteers and their work.
- Establishing and implementing a process for evaluating & documenting the contribution of individual volunteers.
- Celebrating volunteering by nominating volunteers for awards and organizing celebration events like International volunteer day.
- Managing budgets and resources, including the reimbursement of expenses.
- Maintaining all databases & Library of Projects by interns.
- Preparing Communication material like presentations and newsletters.
- Coordinate with the Manager for presentations, seminars & Workshops internal & external.
- Undertaking any other administrative duties.
- Any other job or related task as advised by the COO or Managing Trustee.

Section 4 | Experience and Qualifications

Experience

- Around 1-2 years of work Experience in national/multi state level NGO will be preferred.

Educational Qualifications

- Masters or Bachelors in any recognised discipline or social sciences from an institute of repute

Section 5 | Skills and Knowledge

- Communicate clearly and concisely, both orally and in writing
- Ability to build relationships and work with people from diverse backgrounds
- Enthusiastic and positive attitude towards helping others
- Capability of working with a diverse team of variety of stakeholders
- Flexibility and willingness to work simultaneously on a wide range of tasks
- Demonstrated ability to solve problems and think strategically & Ability to work well independently
Strong empathy and understanding of beneficiaries' needs; and capability of volunteers their requirements /skills
- Analytical, decision making and presentation skills