



Canopy Housing – Volunteer Support and Communications Worker

Person Specification

Essential criteria

- Experience of recruiting, training, and supporting volunteers
- Knowledge of volunteer management best practices
- A commitment to putting the needs of volunteers first, showing empathy, patience and understanding of volunteers' needs and requirements
- Understanding of the issues facing disadvantaged people and communities, and of appropriate ways of handling this at work
- An ability to deal with occasional crisis situations
- Planning and delivering workshops and events
- Managing social media and creating digital content
- A knowledge of, or willingness to learn about fundraising strategies
- Excellent interpersonal skills
- Good IT knowledge, proficient in digital tools for communication and reporting, including MS Office 365, Excel, and Customer Management Systems
- Good administrative skills
- Well organised, with good time management skills
- Ability to manage own workload and use initiative to solve problems
- An ability to work as part of a team and a willingness to help and support colleagues.
- A commitment to diversity, equity and inclusion
- An ability to collect, record, maintain and report on data using appropriate systems and in line with GDPR

Desirable criteria

- Specialist experience offering professional support to refugees, asylum seekers, people fleeing domestic abuse, people who are long-term unemployed, people leaving prison or others facing disadvantage
- Full driving licence
- Trained in Safeguarding
- Experience in managing media interest from TV, paper and online journalists