

# Vacancy: Volunteer Services Co-ordinator

**Reporting to:** Head of Operations and Administration

## About the Role

The Dublin Rape Crisis Centre (DRCC) is seeking a motivated and organised Volunteer Services Co-ordinator to manage and develop our volunteer programme. This is a key role in ensuring we attract, support, and retain a dedicated team of volunteers who are central to delivering high-quality services.

Working closely with Service Managers, you will coordinate a structured and responsive volunteer support system that enables the DRCC to provide vital support to individuals affected by rape, sexual assault, sexual harassment, and childhood sexual abuse.

## Purpose of the Post

The Volunteer Services Co-ordinator is responsible for managing all aspects of the organisation's volunteer programme, including recruitment, training, line supervision, and recognition. The role aims to build and sustain a strong volunteer team that supports the DRCC's mission while ensuring a positive and rewarding experience for our volunteers.

## Eligibility Criteria

The successful candidate must meet the following requirements:

- A minimum of 2 years' experience in volunteer planning
- Strong organisational, administrative and time management skills, with the ability to plan, prioritise and manage multiple tasks
- Excellent computer literacy with a working knowledge of Microsoft Office and experience using a CRM system
- Ability to engage effectively with diverse groups and build strong relationships along with networking with external groups to promote volunteering with DRCC
- A proactive approach with a proven ability to work on own initiative
- Strong interpersonal and people skills
- Excellent written and verbal communication skills
- High level of attention to detail

## Desirable

- A thorough knowledge and understanding of safeguarding, confidentiality and data protection laws
- Digital communication skills including the use of social media
- Project management skills

## Principal Duties & Responsibilities

- Generate appropriate volunteering opportunities and role descriptions based on the needs of the organisation and ensure that we operate- best in class volunteer management practices.
- Work closely with managers across relevant departments to agree volunteer numbers and to ensure sufficient volunteer recruitment is conducted to meet organisational needs
- Develop initiatives to attract and interview potential volunteers through publicity campaigns, events and social media.
- Manage relationships with universities and other potential routes to support recruitment of volunteers
- Organise and deliver induction and training sessions for new volunteers
- Organise volunteer schedules and rotas
- Coordinate and support the planning of monthly peer support sessions with--Managers to maintain high-quality support standards
- Monitor and record volunteer online call cards following completion of rostered shifts
- Be a key point of contact and provide administrative support, supervision and training to all volunteers
- Recognise and celebrate the contributions of volunteers, for example through events, or award nominations
- Manage resources and budgets relating to volunteer activity
- Attend meetings and contribute to discussions on volunteer involvement and programme development
- Write reports for senior staff on volunteer numbers, impact engagement and retention
- Oversee DRCC bespoke CRM database input and support the production of regular reports for DRCC publications and other reporting requirements
- Maintain and develop relationships with Volunteer Ireland
- Organise recognition initiatives, including participation in National Volunteer Week, to enhance engagement and retention
- Keep up to date with legislation, policy and best practice relating to volunteering
- Contribute to the team meetings, team working and implementing organisational policies
- Work with all relevant staff to ensure that all activities are joined up and complementary
- Carry out other appropriate duties as required by management

### Processes and Procedures

- Research, update/write volunteer policy and procedures, including risk assessment and safeguarding relating to volunteering - -
- Keep up to date with legislation and policy related to volunteering and make any necessary modifications to accommodate changes
- Report and review volunteering activity against agreed target and suggest areas of improvement

## Governance and Internal Co-ordination

- Engage and communicate with services to support continued development of DRCC's Volunteering work and maximise benefits for the organisation
- Work with colleagues to introduce processes which monitor and evaluate volunteers' experience of volunteering with DRCC and implement recommendations as required
- Ensure full GDPR compliance in relation to volunteer data

## What We Offer:

- Salary €45,000per annum
- 23 days annual leave
- 2 Company Days (Christmas and Good Friday)
- Pension scheme
- Death in Service Insurance
- Travel Tax Saver Scheme
- Bike to Work Scheme
- Immediate access to Dublin Rape Crisis Centre Employee Assistance Programme (EAP)

If you meet the qualifications, we would love to hear from you!  
Join our dynamic and expanding organisation for an exciting opportunity.

Please apply with your up to date CV and a cover letter outlining why you believe you are a good fit for us.

Send to [recruitment@rcc.ie](mailto:recruitment@rcc.ie). Please include "Volunteer Services Co-ordinator" in the subject line

Closing Date: 16th June 2026 @ COB

Expected Interview: TBC

### **NOTE:**

*All prospective employees are required to declare prior convictions and whether they have been or ever having been the subject of any investigation or inquiry into abuse or other inappropriate behaviour. DRCC is committed to providing reasonable accommodations for applicants and employees with a disability. Please note that DRCC is an equal opportunities employer. Should you have a reasonable accommodation request, and you wish to discuss, please contact Naomi Patton, HR Manager. The details contained in this job description reflect the content of the job at the date the job description was prepared. It should be remembered, however, over time, the nature of individual jobs may change; existing duties may be lost, and other duties may be gained without changing the general character of the duties or the level of responsibility entailed. Consequently, this job description may be revised from time to time.*