

Outreach and Volunteer Manager Job Description

Job Title	Outreach and Volunteer Manager
Contract	Full time, three-year fixed term post
Location	ARC Cancer Support Centre, 65 Eccles Street with regular visits to all centres and designated outreach locations and partner/hospital site visits
Salary	€50,000, dependent on experience
Reporting Relationship	Reports to Head of Service Operations
Purpose of the Post	<p>This is a pivotal three-year fixed-term leadership role that will drive ARC’s growth, reach, and community impact. The Outreach and Volunteer Manager will lead the implementation of ARC’s Volunteer Strategy (2026–2028) and play a central role in delivering the Hub & Spoke Development Plan (2026–2030).</p> <p>The postholder will build, support, and sustain a diverse, skilled, and motivated volunteer community while developing strategic outreach partnerships that extend ARC’s services into new communities. Working collaboratively across ARC Centres and outreach locations, the role will ensure coordinated, high-quality service delivery that increases accessibility, equity, and client engagement.</p> <p>Through strong leadership, relationship-building, and programme coordination, this role will strengthen ARC’s capacity to grow sustainably, deepen community connections, and maximise the impact of volunteers in delivering ARC’s mission.</p>

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Roles and Responsibilities	<p>Spoke Development and Outreach Programme</p> <ul style="list-style-type: none"> • Co-lead the development and application of spoke-readiness criteria and referral pathways • Identify priority outreach areas using data, equity considerations, and spoke-readiness criteria • Build and maintain partnerships with hospitals, community groups and diverse organisations to support hub and spoke activation • Plan and deliver a calendar of outreach events in each spoke • Coordinate with Centre Managers on required centre and volunteer support to each spoke <p>Volunteer Programme</p> <ul style="list-style-type: none"> • Work with departments to forecast needs and create role profiles; implement inclusive recruitment to address gaps and diversify the volunteer base • Recruit, train and schedule an outreach volunteer team aligned to each spoke’s service profile • Lead organisation-wide, DEI-focused volunteer recruitment to achieve growth and diversity targets • Review, develop and deliver the volunteer programme, including induction, mentoring, supervision, continuing development and wellbeing supports • Plan, deliver and promote recognition and retention events • Maintain proactive two-way communication and feedback loops with volunteers and staff, including quarterly updates and forums <p>Management and Administration</p> <ul style="list-style-type: none"> • Conduct regular support meetings for client-facing volunteers; ensure safeguarding, boundaries, and reflective practice • Maintain accurate records (hours, training, roles, demographics) in CRM; report quarterly on KPIs (recruitment growth, diversity, retention, training completion, outreach outputs) • Address concerns promptly; implement risk management and volunteer wellbeing supports to mitigate burnout/attrition • Lead annual impact review and contribute to hub–spoke evaluation (2029), incorporating stakeholder feedback for continuous improvement <p>Policy & Training Governance</p> <ul style="list-style-type: none"> • Lead the review and update of the Volunteer Policy to align with Volunteer Ireland standards and inclusive practices • Refresh the ARC Volunteer Training Programme to meet role requirements and volunteer readiness and satisfaction.
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<p>Qualifications and/or experience</p>	<p>Qualifications and Experience</p> <ul style="list-style-type: none"> • 3+ years in outreach/community engagement and volunteer/people management (charity/health preferred) • Experience working with diverse and vulnerable communities • Desirable: Relevant qualification (e.g., Volunteer Management, Community Development)
<p>Essential skills, competencies and/or knowledge</p>	<p>Personal Qualities</p> <ul style="list-style-type: none"> • Empathy and a passion for person-centred support; high integrity and reliability • Adaptability and flexibility in fast-changing environments. • High level of integrity and reliability. • Strong interpersonal skills and cultural sensitivity; commitment to DEI <p>Leadership & People Management</p> <ul style="list-style-type: none"> • Experience recruiting, onboarding, training and retaining volunteers at scale, across multiple sites (hub & spoke) • Conflict-resolution, coaching and team-building skills; ability to lead through influence in a matrix environment <p>Communication Skills</p> <ul style="list-style-type: none"> • Skilled in stakeholder engagement across hospitals, community organisations, and public audiences; comfortable with presentations and facilitation <p>Organisational & Project Management Skills</p> <ul style="list-style-type: none"> • Strong planning, time-management abilities, able to maintain accurate records and reports. • Able to coordinate multiple programs, events, and volunteer schedules. <p>Community Outreach & Engagement</p> <ul style="list-style-type: none"> • Experience developing outreach strategies to connect with diverse communities. • Ability to build partnerships • Understanding of community needs and cultural competency. <p>Data & Technology Skills</p> <ul style="list-style-type: none"> • Proficient with CRM (Salesforce) • Proficient with Microsoft Office (Excel, Outlook, Teams, Word).