

Job Title: Coordinator for Gillingham Area Car Link

Location: Gillingham, Dorset

Job Type: Part-Time and Job share. Working 25 hours a week and alternate weeks.

Job Summary: The Gillingham Area Voluntary Car Link Scheme (a registered charity) is seeking two highly organized and motivated Coordinators to join our team. Car Link is a team of volunteer drivers who take people living in Gillingham and SP8 villages to their medical and medical related appointments.

As a Coordinator, you will play a vital role in ensuring the smooth operation of the scheme. You will be the first point of contact for users of the scheme and provide the vital link between clients and our volunteer drivers.

We envisage that the job will involve two coordinators each working one week on and one week off. Coordinators will work from home.

Responsibilities:

- Coordinate and manage the daily operations of the car link scheme, including taking requests from clients, scheduling and recording journeys by using our mobile phone and the appointments database on our laptop.
- Communicate effectively and promptly with our volunteers and our clients, and with your fellow coordinator to ensure seamless service delivery
- Monitor and evaluate the effectiveness of the scheme, reporting regularly on usage to the Car Link committee.

Requirements:

- No prior experience required, but a willingness to learn and develop new skills
- Excellent communication and interpersonal skills
- Ability to work independently and as part of a team
- Strong organizational and time management skills
- Basic IT skills, including Microsoft Office and email, Training on the client database will be provided
- Comfortable when dealing with highly personal and confidential client information

Desired Qualifications:

- Previous experience in a similar role or voluntary sector
- Experience of working with vulnerable groups

We offer a supportive work environment and a chance to make a positive impact in our community. If you are a motivated and organized individual who is passionate about delivering excellent service, we encourage you to apply for this rewarding opportunity