



Volunteer Role Profile – Social Media Coordinator

Role: Volunteer – Social Media Coordinator

Location: Hybrid

Manager: Finance and Communications Manager

What we are looking for

We are seeking an experienced individual to help support us with our social communications and help us raise awareness and engage our online community. This role is ideal for individuals passionate about social media and interested in contributing to a charity focused on supporting young people. A higher profile can help us raise the funds we need for our work, ensure people know what services we offer, help promote events and help as many people as possible learn more about Youth Concern.

What you will be doing

Your role will include some of, but is not restricted to, the following tasks:

- **Development:** Help to develop and execute communications across all organic social channels: (IG, IGS, IGTV, Facebook, Twitter, YouTube).
- **Partnership:** Work in line with Youth Concern Executive to understand our tone of voice and social media strategy.
- **Creativity and design:** Creation of posts using Canva where necessary. Manage and create content.
- **Analyse:** Pull monthly social media performance reports.
- **Growth:** Promote and develop the charity's social media platforms. Explore other platform opportunities where relevant.
- **Reporting:** Share knowledge and learnings with the wider team and contribute to weekly communications meetings.
- **Confidentiality:** Maintain client confidentiality and adhere to the service's privacy policies.
- **Safety and Compliance:** Ensure the safety of the clients by adhering to safeguarding policies and procedures.

The skills you need

- Able to uphold Youth Concern's values in your role



- Experience running social platforms
- Clear understanding of social media landscape
- Experience using a scheduling tool (e.g. Hootsuite)
- Excellent written communication skills
- Ability to multitask and prioritise (where necessary)
- Able to work on own initiative but also work collaboratively as part of a team
- Experience working with young people (desirable)
- Some image creation experience, e.g. Canva, photoshop etc (desirable)
- Understanding of the Charity industry, fundraising etc (desirable)

How you will benefit

- Full induction and training.
- Other training opportunities relevant to the volunteer role.
- Regular supervision and support.
- Enjoy a rewarding role that makes a tangible difference to young people in your local community.
- Become part of a compassionate community, meet new people, and make lifelong friends.
- Be invited to Youth Concern's Volunteer social events.

This is a voluntary position, but reasonable expenses will be reimbursed.

What we ask of you

- To complete an Enhanced DBS check with us
- To provide two references from non-family members and other relevant documents related to the role
- To read, have knowledge on and keep to all the charity's policies, procedures and guidelines
- To complete an induction and any training related to the role
- Complete mandatory training and role related renewals, as requested

About Us



Youth Concern is an independent charity based in Aylesbury Vale, Buckinghamshire that supports 13-25 year olds. We are inclusive; we aim to support all 13-25 year olds, but we specialise in helping those facing additional challenges. In running a Drop-in Centre, counselling and homelessness prevention projects, Youth Concern's holistic service delivers real benefits for young people with multiple needs.

Youth Concern's vision is that every young person has the resources they need to live a happy, healthy and fulfilling life. Our purpose is to be there for and respond to vulnerable young people when they need us most. At each contact we work to transform lives.

Our mission is to enable young people from diverse backgrounds and with chaotic lifestyles to broaden their opportunities, realise their aspirations and optimise their well-being. We achieve this through the delivery of bespoke, holistic support packages helping them overcome disadvantage and reduce risk whilst facilitating the transition to independent adulthood.

Youth Concern Values

- We put young people at the heart of all we do
- We care deeply
- We listen without judgement
- We never give up
- We empower and collaborate

Disclaimer

We look to recruit a diverse range of volunteers. If your skills don't fit the above, please do not let this put you off as we are able to be flexible in most of our roles. We may also be able to offer you a different role that we both feel you are more suited to.

For more information or if you have any questions regarding this volunteer role, please contact the Volunteering Coordinator at jasmine@youthconcern.org.uk