## **1. Job Description**

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| **Job Title**: Volunteering Coordinator    **Salary:** £ 18,169 (pro rata of £30,282 FTE**)** per annum  **Hours of work:** 22.5hours per week  **Location**: 82 Heath Road Twickenham TW1 4BW  **Responsible to**: Head of Services  **Responsible for**: RB Mind Volunteers  **Length of Contract:** Permanent, subject to funding |

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| **1. Job Purpose**  * To coordinate all elements of volunteering within Richmond Borough Mind and to be a source of support for volunteers and volunteer line managers. * To identify the volunteering needs of the organisation and manage and support the recruitment, placement, and retention of volunteers for our services. * To encourage and support the personal development of our volunteers (especially those with lived experience of mental health). |

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| **2. Main Duties and Responsibilities**  **Project Management:**   * To encourage regular involvement opportunities to ensure our service is user led and coproduce interventions to support and meet these identified needs. * To advertise for, and recruit volunteers to support services across RB Mind. * To manage DBS process for all volunteers and check their references. * To ensure effective communication across our volunteer networks, the wider RBMind team and local stakeholders. * To develop partnership relationships with organisations across the borough, lead in the promotion of the volunteering service and increase the number of volunteers uptake from diverse communities. * To provide timely, accurate information as requested, for the purposes of monitoring and evaluation to evidence the impact of projects. * To support the senior management team to ensure the long term sustainability of these services. * Develop effective local operating procedures for the smooth and consistent delivery of the service. * To organise recognition and award events to celebrate achievements of our volunteers.   **Organisational Volunteer Development:**   * Raise staff awareness of the potential benefits and impact of volunteering to encourage opportunities across all of our services. * Advertise volunteering opportunities widely to encourage wider engagement. * Ensure RBMind’s volunteering practices are kept up to date and in line with legislation and good practice.   **Delivering Peer Led Interventions:**   * To develop and deliver a range of successful approaches to volunteer led support, in the best interests of our volunteers. * To encourage approaches which support individuals with lived experience of mental health issues to be involved. * To identify and manage any potential risk and safeguarding concerns relating to our volunteers and to take proactive action to resolve.   **Supporting & Training Volunteers:**   * Support staff who directly supervise volunteers to focus on the personal development and support needs of individuals, and to be available for support when resolving difficulties or challenges. * To support the delivery of effective inductions and mandatory volunteer training, including specialised Peer Volunteer Training, as required. * To encourage access to a range of personal development opportunities and training, including coordinating external training for volunteers where appropriate. * To develop and deliver a range of resources to support effective management and person-centred support for volunteers, and train our teams to deliver this. * To communicate and share relevant information with volunteers regularly * To provide opportunities to recognise volunteer contribution, give thanks for their support and to bring them together to build their network. |

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| **General Responsibilities**  * To adhere to RBMind’s policy portfolio, including Diversity, Equity and Inclusion, Privacy, Health and Safety and Safeguarding Policies. * To engage in supervision from your designated manager. * To undergo training and development as is necessary to maintain appropriate performance in the post. * To work alongside and ensure active service user participation in all aspects of work, including design, implementation and monitoring of activities. * To maintain an understanding of RBMind’s financial and funding position, and be responsible for own income and expenditure budgets, in line with financial procedures. * To attend all staff meetings and organisational events as required. * To work alongside the senior team to negotiate with funders on potential opportunities. * Be efficient, responsible and maintain a high level of personal organisation. * Work at all times to promote equality, diversity and individual rights. * To treat with confidentiality any personal, private or sensitive information about individual organisations and or users, staff, etc. * To keep records and statistics for effective monitoring of the service, ensuring that all information is held in accordance with RBMind’s policies on confidentiality and data protection. * In accordance with the Health and Safety at Work Act 1974, to take care of your own health and safety at work and any clients and visitors you are working with. * To work evening or weekend hours as required by the activities relating to the service (for which Time off in Lieu may be given) in line with RBMind’s Conditions of Work policy. * To undertake any other reasonable tasks consistent with the grade and purpose of the post. |

1. **Person Specification**

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| **Dimension** | **Scope** | **Essential** | **Desirable** | **Assessed by Application/ Interview** |
| **Experience & Qualifications** | Substantial experience of working within the field of mental health, health and social care or the voluntary sector | √ |  | A/I |
| Experience of providing project management and meeting targets, outputs and outcomes | √ |  | A/I |
| Experience of managing a small team, including volunteers |  | √ | A/I |
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| Experience of providing support to vulnerable adults and groups, especially mental health | √ |  | A/I |
| Experience of designing, developing and delivering training |  | √ | A/I |
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| **Knowledge** | Good knowledge of the recovery approach (mental health) and the impact of volunteering | √ |  | A/I |
| A clear understanding of best practice for volunteer recruitment and retention | √ |  | A/I |
| Strong grasp of equal opportunities, confidentiality, data-protection, risk management and anti-discrimination practice |  | √ | A/I |
| A thorough understanding of boundaries when working with vulnerable adults | √ |  | A/I |
| Good knowledge of the types of statutory and voluntary mental health services, nationally and within LBRuT |  | √ | A/I |
| **Skills & Abilities** | Ability to motivate and coach people with mental health issues | √ |  | A/I |
| Capable of working under own initiative, planning and prioritising own workloads | √ |  | A/I |
| Strong team working skills | √ |  | A/I |
| Ability to communicate effectively both orally and in writing | √ |  | A/I |
| Ability to network and engage with multiple external agencies | √ |  | A/I |
| Excellent listening skills with the ability to offer empathy and guided support | √ |  | A/I |
| **Other** | * To work within RBMind’s mission & values * Proficiency in Microsoft Office packages. * Strong administrative skills, including use of databases * Willingness to travel throughout LBRuT * Willingness to work evening hours * Positive and flexible attitude to work | √  √  √  √  √  √ |  | A/I  A  A  A  A  A |