

## **Bristol Mind - Job Description**

**Job Title: Volunteer Coordinator**

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<b>Reports to:</b>	<b>Head of Services</b>
<b>Direct Reports:</b>	<b>Volunteers</b>
<b>Location:</b>	<b>35 Old Market Street, Bristol, BS2 0EZ</b>
<b>Hours:</b>	<b>37 hours per week. The post will include occasional evening and weekend work.</b>
<b>Salary:</b>	<b>£22500 - 23500 per annum</b>
<b>Contract type:</b>	<b>Permanent</b>

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### **Purpose:**

Bristol Mind recognise the value that volunteers bring to the organisation throughout all areas of business and service delivery. The Volunteer Coordinator establishes and embeds systems and processes that support volunteers across the organisation, and will manage the Information Service.

The Volunteer Coordinator will develop the volunteering programme across the organisation, involving volunteers in a range of areas; recruit and support induction and training in liaison with individual teams; and standardise processes to ensure consistency and high quality of the volunteer experience and offer.

### **Main Responsibilities:**

- Lead Information Service, including management of volunteers:
  - Ensure service operates effectively and efficiently during advertised hours.
  - Ensure volunteers are trained and supported appropriately.
  - Deal with safeguarding concerns and escalate as appropriate.
  - Maintain information resources used for signposting, and support volunteers to access the information.

- Collect and record monitoring data accurately and in a timely manner, to evaluate the service and to provide data for reporting requirements.
- Ensure that policies, procedures, systems, and record-keeping are in place for volunteers on the same principles as staff across the organisation:
  - Develop, implement, and maintain a robust volunteer recruitment and induction procedure, customisable for individual services, in line with the recruitment procedure for staff.
  - Ensure that all volunteers are fully referenced and DBS checked as appropriate.
  - Work closely with Service Coordinators and the Office Coordinator to ensure that all Bristol Mind volunteers are supported, supervised, and managed in line with HR best practice principles.
  - Ensure that Bristol Mind holds appropriate records on all its volunteers to be compliant with relevant HR regulations and in line with GDPR.
  - Work closely with Service Coordinators and the Office Coordinator to ensure that Health and Safety standards, systems, and processes are implemented for all volunteers across the organisation.
  - Work closely with Service Coordinators and the Office Coordinator to ensure that all volunteers across the organisation are informed, trained, and supported to work within the organisation's policies and procedures.
  - Work closely with Service Coordinators and the Safeguarding Lead to ensure that Safeguarding processes and reporting are understood and implemented across all volunteer teams.
  - Work closely with Service Coordinators to monitor and continuously improve Volunteer Engagement across the organisation.
- Development and Promotion of Volunteering Programme:
  - Work with Service Coordinators to understand volunteer needs across the organisation.
  - Develop and maintain good working relationships and referral pathways with relevant organisations who provide training and opportunities for volunteers.

- Work with the Communications Lead to promote Bristol Mind's volunteering programme as appropriate to attract a diverse range of volunteers to the organisation.
- Attend events such as volunteer and community fairs and events to promote Bristol Mind's volunteering programme.

## **Personal Development**

- Actively participate in regular supervision sessions, team meetings, Individual Performance Reviews and Personal Development plans.
- Keep up to date with key issues affecting volunteering, and relevant legislation and regulatory requirements.
- Keep up to date with key issues affecting people living with mental health issues.

## **General**

- To maintain a professional and confidential approach to work at all times.
- Work within Bristol Mind policies, procedures, codes and guidance, including in relation to health and safety, confidentiality, safeguarding, data protection and equal opportunities.
- To communicate effectively with team members, service leads and external professionals.
- To create and promote a positive and nurturing environment at all times when working on behalf of Bristol Mind.
- To monitor on-going health and safety issues, have a duty and responsibility for their own health and safety and that of colleagues, service users and general public, reporting repairs and defects as appropriate and ensure fire precautions are understood by clients.
- To participate in training and meetings as agreed and directed, and to attend regular personal supervision sessions and annual appraisal.
- To have a responsibility to prevent abuse and neglect and report concerns.
- To undertake these duties in a framework that recognises the diversity of service users and encourages equality of opportunity for all.
- To promote and to ensure that the voices of people who have used mental health services are represented.
- To contribute fully to the corporate aims and objectives and work within Bristol Mind's values, policies and procedures.

- To undertake any other duties as delegated, which are deemed appropriate within the grade and responsibilities of the post and following consultation with the post holder
- To promote all of Bristol Mind's services in the wider community
- To promote public health campaigns, such as Making Every Contact Count and Five Ways to Wellbeing

This list is non exhaustive and other duties may be required to be undertaken to meet the needs of Bristol Mind. This job description may be subject to joint review from time to time between the post holder and Bristol Mind.

## Person Specification

Requirement	Essential or Desirable	A/I/P*
<b>Qualifications / Education / Training:</b>		
Educated to Level 3 / 4 or equivalent; or equivalent relevant experience	Essential	A
Evidence of continuing professional development	Essential	A
<b>Experience</b>		
Experience of training and managing volunteers	Essential	A/I
Working as part of a multi-disciplinary team	Essential	A
Evidence of successful development and management of projects in the voluntary sector	Essential	A/I
Personal lived experience of mental health issues	Desirable	A/I
<b>Knowledge/Skills/Competencies</b>		
Excellent communication and listening skills	Essential	A/I
Ability to provide emotional and practical support and supervision	Essential	A/I
Ability to record, report and manage note keeping in a timely and accurate manner	Essential	A
Excellent understanding of the value and role volunteers provide to services	Essential	A/I
An understanding of mental health issues	Essential	A/I
Excellent ICT skills, using MS Office suite and CRM databases, with the ability to design marketing materials	Essential	A
Ability to deal with stressful and difficult situations in a calm and solution focused manner	Essential	A/I

Requirement	Essential or Desirable	A/I/P*
Ability to effectively plan and organise own workload and coordinate other resources to meet deadlines	Essential	A/I
<p><b>Other:</b></p> <p>Demonstrable self-awareness, an understanding of impact on others and maintain professional conduct in challenging situations.</p> <p>A collaborative, flexible, non-defensive, positive approach</p> <p>Self-motivated and resourceful</p> <p>Resilient and copes well under pressure</p> <p>Flexible approach in response to changing organisational requirements</p> <p>Reliability, patience and ability to learn</p> <p>Willingness to be ‘hands on’ and proactive</p> <p>Ability to travel around Bristol and surrounding areas independently using own or public transport</p> <p>Commitment to Bristol Mind’s purpose, vision and values</p> <p>Commitment to Bristol Mind’s Equal Opportunities and Diversity policies, and to equality, diversity and inclusion in the workplace and within services</p> <p>Ability to form good effective working relationships and work as part of a team</p> <p>A commitment to ongoing personal development and training, to grow and develop own knowledge and experience</p> <p>Willingness to undergo an enhanced DBS check</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A</p> <p>A</p>

\***A/I/P**= Application/Interview/Presentation