



Volunteer Coordinator Role

Position: Volunteer Coordinator

Salary: £15,000

Hours: 20 hours per week. The working days of the job will be negotiable between Monday and Friday, to include occasional evenings and working one Saturday in three each month.

Contract type: Part-time, fixed term for 12 months (extension possible dependent upon funding)

Location: The Wellbeing Centre, 23b Chester Street, Mold, CH7 1EG, with travelling across services Flintshire & Wrexham and home working options available

About the organisation:

North East Wales Mind is a progressive mental health organisation that supports people experiencing mental health difficulties to flourish. The aim of our work is to help people build on their strengths, overcome obstacles, and become more in control of their lives. We have faith and optimism in our clients and so the services we deliver are built around their needs. We support the people of Flintshire and Wrexham to discover their own resources to 'recover' from periods of poor mental health, and to live life independently with their mental health condition.

Purpose of role:

We believe in the power of listening and being heard, that everyone deserves to be supported in their mental health needs and that we have a part to play in that. We are working to increase capacity and access to mental health support in our peer support and listening services. This role will be responsible for recruiting, inducting and supporting existing and new volunteers to support a range of projects across our young people and adult services.

The volunteer coordinator will work with project leads to ensure volunteers feel equipped and supported to use their skills and lived experience to facilitate peer support groups and provide 1:1 support. By developing relationships that lead to people feeling accepted, understood, and able to contribute, the role will enable volunteers to deliver person centred services.

Job Description:

Main Duties and Responsibilities:

1. Support the targeted recruitment, training and deployment (placement) of Volunteers and Peer Supporters across North East Wales Mind, including the development of new roles as required.
2. Contribute to and coordinate the induction and training of volunteers.
3. Facilitate regular volunteer training, and one to one and group supervision sessions.
4. Work with Volunteers and Peer Supporters to identify their volunteering and personal goals, signposting them where appropriate to other services such as employment and training support and/or other external volunteering opportunities.
5. Maintain and support the development of clear administrative systems within the Volunteering and Peer Support service, including robust recruitment processes, accurate record-keeping and necessary paperwork.
6. Network locally and nationally to share and implement best practice and partnership initiatives around volunteering and peer support, to develop volunteering opportunities and publicise North East Wales Mind Volunteering work
7. Scope and design models to deliver a befriending service and 1:1 peer mentoring delivered by volunteers.
8. Undertake interviews and getting to know you conversations to understand the mental health and practical needs of volunteers.
9. Ensure that volunteers involved in the projects have access to relevant training and required policies and procedures to ensure they feel confident and can develop the skills needed to carry out their role.
10. Support volunteers to share their experiences as case studies and reflections.
11. Work collaboratively with colleagues and partners to develop volunteer recruitment pathways for the projects.
12. Produce promotional and supporting materials to promote volunteering opportunities.
13. Collate and submit the required data to ensure North East Wales Mind and partners are able to monitor and evaluate the impact of the projects.

Professional Responsibilities:

1. Ensure that the values of North East Wales Mind are maintained and developed throughout the role.
2. Understand and implement all safeguarding policies and procedures in relation to working with children, young people and adults at risk of harm.
3. Enhance equity, diversity, inclusion and equality within our work.
4. Involve people with lived experience of mental health problems in every aspect of our work.
5. Always Maintain a professional and confidential approach to work.
6. Actively participate in regular supervision sessions and team meetings as requested.
7. Be willing to attend appropriate training courses as agreed with your manager.
8. Contribute to the effective and efficient running of North East Wales Mind by awareness of and compliance with policies and procedures, including Health and Safety and Safeguarding.
9. Ensure data is managed in compliance with General Data Protection Regulations.
10. Create positive relationships and treat all staff, volunteers and members of the public with dignity and respect, adhering to North East Wales Mind's core aims and values, and adhering to equal opportunities and diversity statements and policies.
11. Work outside of normal office hours if required to do so to meet the needs of the service.
12. Play a role in developing shared best practice in responding to the needs of people supported in North East Wales Mind.
13. Carry out other duties as requested, this is not an exhaustive list, and employees may be required to perform activities not listed here.

This job description may be subject to joint review from time to time between the post holder and North East Wales Mind, and as such is liable to amendment.

Person Specification:

All points are essential unless otherwise stated.

Qualifications, Knowledge, and Experience:

- Experience of recruiting, working with and supporting volunteers.
- An understanding and knowledge of Mental Health Support.
- Knowledge, or experience of the issues that people with lived experience of poor mental health face and the impact this has on their lives.
- Experience of working in and demonstrating the impact of a project.
- Experience of working collaboratively through sharing skills and talents.
- Working within mental health or similar services (DESIRABLE).
- Lived experience of mental health (DESIRABLE).
- Developing and/or delivering high quality training (DESIRABLE).
- A counselling qualification / working towards a counselling qualification (DESIRABLE).

Skills and Personal Qualities:

- Ability to create a sense of belonging through development of positive relationships that lead to people feeling accepted and able to contribute.
- Ability to work within safeguarding procedures.
- Ability to ensure clear and consistent communications with people and partners.
- Good IT skills with proficiency in using digital systems and providing outcome data and feedback through both verbal and written reports, case studies and presentations.
- Ability to work in a strengths-based way that recognises the potential for individuals to develop and enable resilience.

- A willingness to travel across Flintshire, Wrexham and throughout Wales as necessary
- Welsh language speaker (DESIRABLE)

Application process:

Please send your CV and covering letter to Natasha Wait natasha.wait@newmind.org.uk

Your covering letter must be a maximum of one side of A4, which outlines how you fulfil the requirements of the Volunteer Coordinator job role, as outlined above in the Job Description/Personal Specification. Experience can be from previous employment, education, training, volunteering, etc.

Closing Date: 15th July 2024 at 9am

Contact information:

For further information about the role please contact Natasha Wait:

Tel: 01352 974430 / 07384465768 or Email: natasha.wait@newmind.org.uk

