

## JOB DESCRIPTION – Volunteer & Mentor Coordinator

<b>Job Title:</b>	Volunteer & Mentor Coordinator
<b>Responsible to:</b>	Community Recovery Manager
<b>Hours:</b>	35 per week (Mon – Fri 09.00 – 17.00) ( <i>flexibility to work outside of normal working hours as required</i> )
<b>Duration:</b>	Permanent
<b>Holidays:</b>	25 days pa plus statutory
<b>Pension:</b>	Auto enrolment pension in force (6% employer contribution)

### Main purpose of the role

This role sits as part of the wider community recovery team, essential to making sure that people who are willing to give their time have a rewarding experience, whilst developing essential skills and increasing pathways to employment. We are keen to ensure that individuals with lived experience in Gloucestershire, access the right support and signposting to opportunities to grow and develop education, training and employment opportunities.

We are seeking a coordinator to recruit, manage and train volunteers and mentors, and coordinate placements of volunteers internally and externally. You will be responsible for coordinating the volunteering opportunities and providing volunteers with continuous development and progression pathways.

You will serve as a link between our clients and their goals, seeking to support individuals to develop recovery capital, build skills and qualifications, whilst facilitating real world learning opportunities.

### Key areas of responsibility:

Lead on all aspects of the day to day administration and supervision of volunteers and their activities, developing and inspiring them to develop their knowledge and skills.

- Promote and encourage volunteering, assessing individual needs to determine placement of volunteers.
- Develop opportunities and pathways for progression that suit the needs and aspirations of clients seeking a volunteering role.
- Prepare orientation materials for new volunteers, provide group inductions and arrange for appropriate training when required.
- Train and supervise recovery coaches and peer mentors alongside community connectors
- Cultivate a positive and supportive atmosphere by recognising volunteer efforts and assisting volunteers with progression pathways.
- Manage communication channels in order to share news, progress and available positions.

- Keep detailed records of volunteers information, including training, supervision and appraisal records in accordance to data protection and General Data Protection Regulations
- To develop excellent links and partnerships with relevant agencies to support volunteering and volunteers in the Trust.
- Manage budgets and resources, including the reimbursement of expenses.
- Conduct volunteer satisfaction surveys and implement monitoring and evaluation systems, preparing reports as required

### **General Administration/Support Tasks**

- To identify any risks in delivering the service and comply with risk management procedures.
- To make use of internal line management and supervision as provided.
- To be responsible for own safety and others affected by your activities and to ensure adherence to the Nelson Trust policies and procedures regarding Health & Safety.
- To attend training and development sessions as relevant and as provided.
- Contribute toward data collation and reporting as required.
- Develop own practice by maintaining and improving knowledge of relevant work practices.
- To establish and maintain links to other organisations necessary to provide and to ensure that those links are shared within the organisation.
- To attend external meetings as appropriate or as directed.
- Develop own practice by maintaining and improving knowledge of relevant work practices.
- To undertake additional duties as required or directed and which are necessary to meet NT developmental and change objectives.
- At all times act in a manner that upholds the good reputation of the Nelson Trust and accords with generally accepted professional conduct.
- Follow agreed processes and protocols for storing transferring information and ensure confidentiality is maintained as the requirement of the Data Protection Act and General Data protection regulations.(GDPR)
- Be familiar with, and abide at all times by the Nelson Trusts Policies and Procedures, particularly those relating to Safeguarding/Protection, confidentiality and its Code of Ethics

**SAFEGUARDING** The Nelson Trust takes seriously its responsibility for safeguarding and is committed to safeguarding and promoting the welfare of its service users. Therefore we require that all staff share this and act accordingly by applying organisation policy and procedure and attending annual safeguarding training.

**EQUALITY & DIVERSITY** Through personal example and clear action demonstrate commitment to equality and diversity ensuring equality of access and treatment in employment and service delivery to all.

**HEALTH & SAFETY** Promote the Health and Safety at Work Policy and Procedure and ensure these are implemented effectively within the department and at no time act in a way that may jeopardise the health and safety of clients, staff of visitors to the Nelson Trust.

The list of duties in the job description should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required to ensure the efficient running of the organisation.

The Nelson Trust periodically reviews job descriptions to ensure that they reflect the requirements of the role as the service develops.

Probationary period: All posts within The Nelson Trust are subject to a six month probationary period with a mid-point review at 3 months.

This post is exempt from the Rehabilitation of Offenders Act (1974) as it involves access to adults at risk and/or children and successful applicants will be required to undertake an enhanced level Disclosure & Barring Service Check. Applicants must be prepared to disclose any convictions they may have and any orders, which have been made against them. Our organisation is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.

## Person Specification

### Experience

- Experience of recruiting and organising volunteers
- Experience of coordinating, leading, managing and supervising volunteers and volunteer activity.
- Experience of involving, motivating and engaging people in a variety of roles
- Knowledge and experience to identify and assess any risks
- Self-motivated with the ability to work as part of a multidisciplinary team
- Experience of developing links with other organisations to support volunteering and volunteers
- Experience of working in the voluntary sector
- Experience of conducting risk assessment
- Ability to liaise with service users, respond where appropriate in a professional confident manner
- Experience in connection with volunteers of the following:
  - Recruitment, Selection, Training, Induction, Management & Leadership

### Skills

- Outstanding verbal and written communication and relationship building skills, with the ability to deal with different personalities and levels of ability.
- Able to identify training needs, potential performance and HR issues to resolve them in a sensitive and professional manner
- Able to encourage, engage and involve people in ways that promote their involvement, independence, resilience and achieves positive changes in their lives.
- Excellent IT skills including use of Word and Excel.
- Excellent organisational skills with the ability to multi task and organise own workload in structured way
- Understanding the reasons people volunteer and the support they need
- Skills in negotiating and influencing
- Able to identify, understand and respond to the differential impact that disadvantage, inequality, stigma and discrimination have on individuals, communities and groups.

### Personal Qualities

- Passionate about volunteering
- Positive and outgoing attitude with a confident approach to building and maintaining effective working relationships
- Ability to ensure accuracy and quality of work
- Tact and diplomacy
- Professional credibility and confidence
- Ability to maintain professional boundaries
- Personal sensitivity toward and empathy with the distinct ethos of the Nelson Trust

### Other

- A demonstrable commitment to the equality of opportunity and a positive approach to diversity.
- Understanding of confidentiality and the Data Protection Act 1998
- Good understanding of safeguarding procedures with a commitment to promoting and safeguarding the welfare of our service users
- Flexibility to work outside of office hours when required,
- Car driver with full access to a roadworthy vehicle, with a willingness to travel across multiple Nelson Trust sites – Essential

*This post is exempt under the Equality Act 2010, Schedule 9, Part 1*

### Person Specification

<b>Requirements</b>	<b>Essential</b>	<b>Desirable</b>
Experience of working with women with multiple unmet needs (MCN)		✓
Experience of working with women in the criminal justice system		✓
Experience of working with women with a substance misuse need		
Experience of developing partnerships with local organisations		✓
Experience of undertaking needs assessments and maintaining risk assessments		✓
Experience of designing and delivering support plans tailored to individual needs		✓
Experience of monitoring and data collection systems		✓
Willingness to work holistically and deliver trauma informed approaches	✓	
Knowledge of women's multiple & complex needs e.g. domestic abuse, substance misuse	✓	
Knowledge of the criminal justice system	✓	
Ability to understand, empathise and uphold The Nelson Trust ethos, aims, principles and policies	✓	
Adherence to organisational policies, particularly with regard to child and adult safeguarding	✓	
Ability to engage with women who may find it difficult to access services	✓	
Ability to prioritise and manage a caseload	✓	
Ability to cope in stressful situations	✓	
Ability to communicate with and develop and maintain constructive working relationships with a wide range of people using excellent interpersonal and communication skills.	✓	
Commitment to extending professional competence, including ability to reflect on practice	✓	
Good computer literacy and administrative skills	✓	
Car driver with current licence and willingness to travel to different locations	✓	