



Job Description

Job title:	Volunteering Coordinator
Hours:	14.5 hours per week
Salary:	£24,478 pro rata, per annum
Responsible to:	Fixed point 27 on Health in Mind scale Service Manager – West Lothian Community Mental Health and Wellbeing Service
Location:	Edinburgh, Lothians or Scottish Borders with some travel and home working
Holidays:	30 days annual leave; 12 days public holidays pro rata
Contract length:	This is an open-ended contract

Purpose of Job

The purpose of this role is to lead the development, planning, co-ordination and implementation of Health in Mind Volunteer Strategy and programme, in line with good practice and meeting the requirements of the Investing in Volunteers quality standard.

Main Tasks

1. **Service Delivery and Development**
 - 1.1 To develop and implement a Volunteer Strategy for Health in Mind
 - 1.2 To ensure that Investing in Volunteers standards and other relevant areas of good practice are maintained throughout the organisation
 - 1.3 To support and train staff to develop/ further develop volunteer management skills across all stages of volunteer involvement
 - 1.4 To work in consultation with relevant staff to develop new volunteering roles within Health in Mind with a particular focus on peer volunteers
 - 1.5 To work alongside the Learning and Development Coordinator to coordinate an annual Volunteer Training Programme

- 1.6 To develop a recognition programme for volunteers within Health in Mind including consideration of a volunteer conference and celebratory events
- 1.7 To set up and facilitate forums for volunteers and staff managing volunteers
- 1.8 To undertake an annual volunteer satisfaction survey across all services and report on the findings making and implementing recommendations
- 1.9 To develop and maintain links with key volunteering organisations in the Scottish Borders, Lothians and Edinburgh
- 1.10 To implement, monitor and review organisational volunteer policies and procedures and provide guidance to staff in the organisation in regard to their implementation
- 1.11 To monitor and evaluate the effectiveness of all volunteer activities

2. People Management/Team Working

- 2.1 To ensure the effective support of volunteers in line with the organisation's policies and procedures

3. Resource Management

- 3.1 To work with service delivery teams to ensure volunteer information is input into the organisational database.
- 3.2 To provide relevant information, both quantitative and qualitative, about volunteer involvement in Health in Mind
- 3.3 To monitor volunteer involvement, retention and recognition across the organisation; and to assist in devising and implementing procedures to ensure the effective operation of all aspects of volunteering
- 3.4 To understand, contribute to and support volunteers' involvement in the design and delivery of services

4. Managing Risk

- 4.1 To ensure that all volunteering activity within Health in Mind is appropriately risk assessed, and that where risk has been identified, that action is taken to mitigate against it.



5. Support, Supervision and Development

- 5.1 The post holder will be part of Health in Mind Core Services
- 5.2 The post holder will receive regular support and supervision from the Service Manager – West Lothian Community Mental Health and Wellbeing Service
- 5.3 The post holder will have an annual appraisal which will include identifying learning and development needs
- 5.4 The post holder will have access to learning and development opportunities through online learning, Health in Mind training and external training in line with identified need.

6. Other

- 6.1 To demonstrate and promote Health in Mind Values and Approach and align with Health in Mind strategic objectives
- 6.2 To uphold SSSC Codes of Practice
- 6.3 To promote equal opportunities in the workplace and in all aspects of volunteer involvement within Health in Mind
- 6.4 To undertake other duties as may reasonably be required by the post.

7. Additional Information

- 7.1 This post is subject to a satisfactory basic Disclosure



Person Specification



Qualification	Essential <ul style="list-style-type: none"> • Good level of educational attainment Desirable <ul style="list-style-type: none"> • Completion of Volunteer Management Training
Experience	Essential <ul style="list-style-type: none"> • Experience of managing the needs and expectations of a wide range of people. • Delivering volunteer training and support. • Experience of organising, managing and delivering volunteer programmes within an organisation. • Experience of adapting to new ways of working • Experience of continually improving work practice and service delivery including reviewing procedures and ways of working Desirable <ul style="list-style-type: none"> • Development or delivery of volunteering strategies. • Experience of Investing in Volunteers standard and accreditation
Knowledge	Essential <ul style="list-style-type: none"> • Knowledge of volunteering principles and best practice. • Understanding of good practice in volunteer peer support. • Understanding of the issues affecting mental health and wellbeing and individuals support needs. • Knowledge and understanding of professional boundaries and can maintain them at all times • Understanding of confidentiality, disclosing information on a need to know basis Desirable <ul style="list-style-type: none"> • Understanding of trends and legislation surrounding

	volunteering.
Skills and Abilities	<ul style="list-style-type: none"> • Always maintains professional standards • Manages time effectively to ensure tasks are completed and deadlines are met • Takes responsibility for own work • Is computer literate • Communicates both verbally and in writing, clearly and accurately and ensures the message is understood • Manage stress and uses both personal tools and organisational structures to maintain wellbeing; has awareness of when to ask for help and feels confident to do so • Open to change and continually improving practice • Able to convey sensitive or unwelcome information tactfully • Involves, consults, and listens to others, including volunteers, people using services, and colleagues • Able to analyse information and feedback in order to inform decision making, and strategies. • Influencing and negotiating skills • Able to manage and deliver events and activities.
Behaviours and Personal qualities	<ul style="list-style-type: none"> • Projects a positive image of Health in Mind at all times • Demonstrates a commitment to Health in Mind values, policies, procedures, and relevant legislation • Keeps manager informed about progress and challenges • Be an active member of the team, contributing ideas for improvements and developments, inviting options of others • Willingness to reflect on work practice and be open to constructive feedback • Takes responsibility for managing own work life balance

