

JOB DESCRIPTION

Job title **Community and volunteer engagement officer**

Base Ulverston Mind, 9 Queen Street, Ulverston

Salary £19,430 NJC Scale 20

Hours **16 hours a week, 12 month contract**
(possibility of extension subject to funding)

Responsible to **Chief Executive Officer**

Accountable to Trustees, Chief Executive Officer

Purpose of Post

The postholder will be responsible for all aspects of recruiting, training, supporting and developing a highly skilled and motivated volunteer workforce that is representative of and relevant to the charity's work across Ulverston MIND teams and projects. They will work collaboratively with project leads to initiate new projects and activities and identify and fill resource gaps through skilled volunteers. Working with the wider staff team will include participation in Ulverston MIND activities and projects that help nurture and develop community volunteers and meet project performance targets.

Key Responsibilities

1.0 Volunteer Strategy

- Devise and implement a recruitment and training plan to recruit 30 volunteers over 2 years, ensuring that the prime focus is to resource agreed service areas that meets project needs and enables learning that provides skills and empowers volunteers and community members to sustain projects.
- Work with local organisations and partner agencies to identify sources of recruitment for volunteers for Ulverston MIND services.

2.0 Recruitment, Training, Development, Support and Supervision of Volunteers

- Work with the Chief Executive to develop Ulverston MIND's volunteer strategy and action plan

- Work with the Chief Executive and Connecting Mums development officers to identify and address service gaps through volunteer resources
- Identify, recruit, train, develop, support and review performance of volunteers across Ulverston MIND to ensure consistency of training, standards and quality of service
- Devise effective learning activities, using the work already being done by the Connecting Mums project development team and adapting training materials from National MIND
- Delivery of appropriate learning activities to volunteers in both groups and as individuals
- Work with the volunteers through supportive mentoring and dissemination of information
- Ensure systems are in place to collect feedback on what volunteers have learnt and been able to put into practice
- Carry out appraisals, supervision, support and monitor the quality of the work carried out by volunteers
- Ensure support, training and development is applied consistently and action is taken to address inadequate performance or unacceptable behaviour
- Collate and review feedback to CEO on volunteer output, outcomes and the quality of the service
- Ability to travel to various out of office (Ulverston) locations on a regular basis throughout South Cumbria and to attend meetings, training, volunteer activities which may be out of the South Cumbria area
- The role carries an expectation that the postholder will be able to attend weekend or evening meetings as required to fulfill key tasks

3.0 Partnership Working

- Establish, develop and maintain a range of partnerships to gain support for the voluntary work of Ulverston MIND
- Participate in other meetings as required
- Assist in developing relationships with key partners and other partner agencies
- Assist in the collation of statistics relevant to services across Ulverston MIND

4.0 Wider Environment

- Keep up to date with changes in legislation, policies and practices in relation to your job role, identifying your own training needs where appropriate
- Ensure health and safety and lone working policies, practises and procedures are maintained and complied with at all times, reporting incidents or concerns accordingly
- Attend team meetings, staff meetings and those involving other workers as appropriate
- Participate in the work of Ulverston MIND as a team member, being prepared to give and receive support from colleagues

General

- To carry out extra tasks where appropriate as determined by your manager
- Observe and implement professional boundaries in all work activities and behaviour with anyone inside or outside of Ulverston MIND ensuring that the reputation of the organisation is not undermined or brought into disrepute
- Maintain your diary for appointments and share diary with relevant staff and manager
- Observe and comply with all Ulverston MIND's organisational policies and procedures, health and safety directives, Data Protection Act and all other relevant legislation in accordance with company or statutory directives
- Ensure all required records and statistical information are kept up to date, handled in accordance with policy and procedures and that reports are submitted to meet organisational and funding contractual deadlines
- Meet performance outcomes as set out above

Equal Opportunities and Equality

To carry out the above within the spirit and practices of Ulverston MIND's equal opportunities policies, to observe and comply with the standards of behaviour and professionalism as laid down in the organisation's procedures and policies and statutory legislative requirements

**Community and Volunteer Engagement Officer
Person Specification**

Essential	Desirable
Experience of recruiting, leading, directing, supervising and supporting the work of a team of volunteers	CIPD Qualification
Experience of providing a service that is bound by confidentiality, data protection and safeguarding adults or young people	
A working knowledge of health and safety procedures	First Aid training qualification
Experience of organising public meetings and events	Community fundraising experience
Ability to manage challenging or disruptive behaviour	
Experience of using problem solving techniques	
Ability to sensitively empower and engage with volunteers	
Excellent time management and organisational skills	Project management experience or qualification Prince II
Ability to use IT applications to record statistics, produce documents and training materials and keep accurate records.	Social media/marketing, press and communications experience in a work based setting
Excellent interpersonal skills with the ability to relate and work with people from a range of backgrounds including colleagues and the public	Experience of public speaking
Experience of promoting equality in accordance with workplace policies and statutory obligations	
Ability to understand the different needs of people experiencing mental health issues	Mental Health First Aid Training or Suicide Awareness
Experience of planning and delivering activities in community based settings	
Ability to travel and work flexibly	

