



UNFOLD
JOB PACK
VOLUNTEER COORDINATOR



About Unfold

Unfold (formerly known as Westminster Befriend a Family) is a local charity, working closely with mothers and young people in Westminster and surrounding boroughs, empowering them to achieve their goals in life with the support of mentors. In our mentoring programmes, we work with skilled, dedicated and trained volunteer mentors who provide regular sustained support for three to six months in a goal-focused programme tailored for their needs.

We aim to:

- **Boost well-being and confidence, developing a growth mindset**
- **Increase connectedness and reduce loneliness**
- **Build autonomy, independence and self-actualisation through goal-setting skills**

Our mentoring programme is based in positive psychology, supporting good mental health and wellbeing. It enables women to identify and achieve their goals, boosts confidence and supports connections with the community for lasting change. Our mentors and the experiences they offer inspire positive change as they nurture trusting and supportive relationships.

Who do we support?

While our programme is open to everyone, we target those who most need our support.



WHY WE DO WHAT WE DO?

UNFOLD'S THEORY OF CHANGE

Problem

- **Young people, new and young mothers, city-dwellers and people from Black Asian and Minority Ethnic communities are more at risk of experiencing loneliness**
- **Social isolation increases risk of poverty**
- **Poverty and social isolation have negative, sustained effects on mental and physical health, with the knock-on effect of avoidable strain on health and social services**
- **Westminster has one of the highest levels of child poverty in London and the greatest wealth gap in the country**

Strategy

- **Provide immediate relief with consistent support from trained volunteers**
- **Connect people to their community**
- **Build individual's skills and confidence to independently manage challenges**

Action

- **Effective and fast signposting and referral to relevant services**
- **Regular one to one social, emotional and practical support for at least three months**
- **Goal-focused engagement**
- **Support to develop a growth mindset**

Impact

- **Participants are better connected to their community**
- **Participants are able to identify and achieve goals**
- **Participants have a reduced sense of loneliness**
- **Participants have improved mental health and well-being**

Vision

- **Young people and parents who are struggling and/or isolated can recognise and achieve their potential**
- **Cycles of poverty are disrupted as isolation is reduced and opportunity is maximised**
- **The Westminster community is better connected**
- **Westminster's resources are maximised, harnessing volunteer power, reducing the burden on health and social services, and optimizing utility of existing services**

What do our mentees say about mentoring?

“

“

Mentoring helps you to get out of your comfort zone and build an identity you're proud of.

It was the first time I had someone consistently in my life. Meeting a person every week who gives me a unique and useful perspective on what I share has been really impactful for me.

“

Mentoring has reminded me how important it is to feel self worth and create your own boundaries.



“

My mentor had faith in me when at times I had lost it and had no one to vent my anxieties, frustrations and struggles. One hour a week for all these months helped me build myself up gradually, one step at a time.



Volunteer Coordinator

Position title: Volunteer Coordinator

Reports to: Mentoring for Mums Programme Manager

Hours: 37 hours per week

Pay: Starting at £28,000 p.a.

Location: Based in our London Office in Victoria, with some work from home

Closing date: 12/06/2024

Unfold is an established local charity (previously known as Westminster Befriend a Family), supporting young people and families to reach their potential, identifying and achieving their goals through mentoring. We support families and young people in Westminster and its neighbouring boroughs with mentoring programmes and peer support groups for women with children.

For 30 years, we have been providing support to vulnerable families who are at risk of social exclusion. Working with a network of trained and DBS checked volunteers, we offer mentoring to women with children and young people, building independence and getting them where they want to be.

In our programme of support for parents, we run a flagship programme, **Mentoring for Mothers**, for women with children aged five and up. We aim to improve well-being, connectedness and reduce loneliness as we build confidence, developing a growth mind set.

Mentoring for Mothers Welcome is our flagship programme adapted for the specific needs of asylum-seeking women with children. Our volunteer mentors provide regular social, emotional and practical support, for three to six months.

Women Support Groups: Unfold runs four weekly Women Support Groups (WSG) in Westminster and Kensington & Chelsea. Three Women Support Groups serve our refugee service users and two are open to the community. The WSGs offer a free, relaxed environment for women to meet, socialise, communicate challenges, share stories and offer support to one another.

The Groups play an important role in Unfold's community work, they serve as a hub of information and enable women to get referred and signposted to local services that matter to them. They are a vibrant and busy space that allows members to be at the centre of what is taking place each week and welcome various organisations and professionals to share their work and support connections. In the next year Unfold will be expanding the number of WSGs in the community.

Position Summary

Supporting the planning and delivery of volunteer strategy with the aims of 1) Increasing the number of volunteers available to us as we grow and expand geographically and develop programme focus; 2) Diversifying our volunteers; 3) Improving volunteer experience and; 4) Increasing volunteer retention.

Roles and Responsibilities

Volunteer Recruitment

- Overseeing the smooth and efficient recruitment, including drafting job descriptions and advertising on multiple online platforms.
- Supporting the selection and induction of volunteer mentors and referencing and DBS checking in a timely manner.
- Supervising our Office Volunteer in the processing, support and onboarding of volunteers.
- Attending external events and connecting with community organisations, universities, and businesses to recruit potential mentors.
- Building relationships with corporate partners and Higher and Further Education institutions to engage employees and attract mentors.
- Supporting communications with the production of marketing materials, including volunteer case studies, social media, in line with Unfold's digital strategy to attract potential mentors to the programme.

Targeted Recruitment – Special projects

- Developing specialised recruitment campaigns to attract candidates from underrepresented groups to meet the particular needs of programmes.
- Identifying needs and developing training, support and resources for particular groups.
- Increasing proportion of volunteers from under-represented groups

Volunteer Training and Development

- Leading our group of Volunteer Ambassadors, who provide feedback and insights on volunteer recruitment and experience, and actively promote mentoring opportunities through their networks.
- Take responsibility for managing volunteer training and development including ensuring volunteer sign up and tracking progress on our online training platform.
- Update material on the online training platform and assist the Programme Managers with developing additional training modules for the different strands of the programme as required.
- Coordinating training schedules with Programme Managers.
- Supporting Programme Officers and Managers in delivering live training sessions.
- Identifying opportunities for and coordinating wider volunteer involvement across the organisation, for example, admin support, volunteering at youth engagement and other events

Enhancing the Experience of Volunteers

- Research and data analysis to deepen our understanding of the volunteer experience so that we can continuously improve.
- Developing initiatives to recognise and reward volunteer contributions.
- Identifying opportunities to enhance volunteer wellbeing.

Programme Development and Strategy

- Strategy development and work planning
- Support and increase best practice in volunteer management by reviewing different stages of volunteer recruitment and onboarding processes, volunteer agreements, volunteer handbooks, policies and procedures
- Organising and delivering an annual volunteer networking event

Administrative support

- Supporting management of volunteer profiles within Beacon, our CRM system, making sure all the data is inputted correctly and is up-to-date and that necessary documents are on file including DBS and references before mentoring begins.
- Providing references for mentors as required
- Ensuring Volunteers details are updated on MailChimp and that they receive weekly newsletters.
- Help support event management and planning with volunteers attending annual trips with their mentee.

As the role evolves, the Volunteer Coordinator may be required to take on other tasks assigned by the Mentoring for Mums Programme Manager.

Working at Unfold

Holidays: 25 working days (along with additional Christmas closedown days)

Pension: We offer generous pension provision: New staff are automatically enrolled for a pension after three months, and after six months we will match your contribution up to a maximum of 8%.

Team working: We are a small but brilliant team: we're supportive, diverse and we help each other out. There are always opportunities to get involved in different aspects of the organisation, or lead on new initiatives.

Wellbeing: How we feel matters: Staff have access to a comprehensive Employee Assistance Programme, and our staff Wellbeing Champions are leading on the design and delivery of our wellbeing strategy, including the review of our quarterly wellbeing survey.

Flexible working: We're happy to consider flexible working arrangements in line with the requirements of the role.

Working Environment: We work in a beautiful, accessible, eco-friendly co-working space with a number of other charities, with plants, a leafy roof terrace and free hot and cold drinks. With comfortable spaces to read quietly or talk in a group, our work space is somewhere you'll want to be. You can find out more about our on-site benefits at <https://www.fivefields.community/>.

Applying for this role

What to send: A CV of no more than two sides, and a covering letter of no more than two sides explaining why you are suitable for the role.

Submit your application via CharityJob

Deadline for your application: Wednesday, 12 June 2024

We will aim to get back to you by: Friday, 14 June 2024. If you are successful you will be invited for an interview with the Mentoring for Mums Programme Manager and CEO and a potential second-stage interview with some of our Young Ambassadors.

Virtual Drop-in Sessions: We will hold a drop-in session to discuss the role and answer any questions you have. The session will be held on Wednesday 5th of June between 13:00 to 14:00. Please contact Maria Makri, Parent Services Programme Manager, at parents@unfold.org.uk if you would like to attend.

Start: July/ August 2024

	Essential	Desirable
Skills & Experience	<ul style="list-style-type: none"> • Excellent written and verbal communication skills • Good organiser – ability to manage multiple tasks • Great data management skills, including an ability to log and file important data accurately • Understanding of the volunteer sector • Passionate about supporting families to improve outcomes for children, young people and parents. 	<ul style="list-style-type: none"> • Ability to work with CRM systems and databases • Project management skills • Has knowledge or lived experience in the borough of Westminster • Knowledge and experience with regard to safeguarding the welfare of children or vulnerable adults, ideally in volunteering contexts. • Experience working with young people and families • Public speaking
Personal attributes	<ul style="list-style-type: none"> • Personable and positive • People orientated • Good listener • Willing and able to work the occasional evenings and weekends • Strong empathy skills 	
Values	Trustworthy, non-judgemental, transparent, caring and compassionate, empowering, proactive, self-motivated and accountable	