

Volunteer Role Description

Title:	Volunteer Coordinator (Volunteer)
Responsible to:	HR Manager
Contract:	Fixed Term (1 year)
Hours:	Part Time (1 – 2 days per week)
Line Management:	Volunteers
Location:	Remote Working, on occasion visiting HFEH Mind sites

Purpose of the Role

This volunteer role is a key part of the HFEH Mind team delivering a range of services across Hammersmith and Fulham, Ealing and Hounslow. We support clients with mental health with both clinical and non-clinical interventions.

The volunteer will coordinate a network of volunteers who, alongside the local team, delivering a range of services.

The volunteer will onboard, induct, and provide ongoing support for the volunteers and provide oversight of the relationship volunteers have with the service users we work with.

Main Responsibilities

To work closely with the HFEH Mind team and service managers and support the services with volunteer recruitment, supervision and retention.

Tasks

- Work with the service managers and central support team to support the journey and retention of volunteers.
- Provide volunteers with 1:1s or group support on a monthly basis.
- Support Director of Adult Services to administer reflective practice sessions.
- Work with the service managers and central support to log and administer volunteer availability, and resolve any volunteering related issues or complaints.
- Encourage people to volunteer through a variety of local marketing and promotion approaches, including social media and engage with our Head of Well at Work to develop a marketing and communications strategy for volunteers.

- Develop, coordinate and engage a network of around 30 active volunteers for the service.
- Induct new volunteers.
- Work effectively to ensure local volunteers feel valued and are contributing to the objectives of HFEH Mind.
- Support the ongoing monitoring and evaluation of our services.
- Gather volunteer feedback and take appropriate steps for service improvement.

General Responsibilities

- Undertake any other duties commensurate with the level of the role.
- Embrace diversity and share in our commitment to equality of opportunity and to eliminating discrimination.
- Share our commitment to safeguarding adults and children at risk of harm.
- Use the charity's resources efficiently and effectively to ensure that our financial resources are demonstrably used for the benefit of our service users.
- Ensure that information is obtained, used and stored in accordance with our Data Protection and Confidentiality policy.

Type of person we are looking for:

Essential

- Experience of managing or supporting volunteers.
- Excellent verbal and written communication skills and the ability to work with people with the same and/or different life experiences to you.
- Experience of being self-sufficient to effectively organise your personal diary, balancing multiple priorities and responsibilities and troubleshoot to find solutions to problems.
- Experience of working effectively within a team while working in a largely remote setting.
- A good level of IT and administrative skills, being able to use collaborative tools and video conferencing to support flexible working.
- Experience of delivering training to volunteers or other groups of people.
- The willingness and ability to travel to HFEH Mind sites on occasion.

Desirable

- Experience of working with adults who have mental health needs.
- Experience of safeguarding.
- Experience of HR administration.
- The ability to work flexibly including some evenings and weekends.

Time commitment and expenses:

- 7-14 hours per week (including a 1-hour lunch break), during our core hours of 10AM – 4 PM.
- We request a minimum commitment of 3 months of volunteering after the completion of your induction.
- We will provide volunteers with an induction, training, and ongoing mentoring to support them in the role.

HFEH Mind value equal opportunities; and are proud to foster a workforce of volunteers and employees that reflects the diverse communities we serve. We welcome applications from all suitably qualified persons from all backgrounds.

HFEH Mind are committed to creating and fostering a culture that promotes safeguarding and the welfare of all children and adults at risk. Our safer recruitment practices support this by ensuring that there is a consistent and thorough process of obtaining, collating, analysing and evaluating information from and about candidates to ensure that all persons appointed are suitable to work with children and vulnerable adults.

Post is subject to an enhanced DBS check.