



## **JOB DESCRIPTION**

<b>Job title:</b>	Volunteer Coordinator
<b>Service:</b>	Living Well, BAND
<b>Salary:</b>	Grade 3, point 20 - 23 (lower)
<b>Hours:</b>	30 hours per week
<b>Location:</b>	Bolton (Within the NHS Living Well Team)
<b>Responsible to:</b>	Living Well Service Manager

### **Summary of Job:**

To co-ordinate and lead on the volunteer support element of the NHS Living Well service including:

- engaging with local communities, service users and stakeholders to promote the benefits of volunteering and opportunities within Living Well
- ensuring the safe recruitment, induction and training of an appropriately diverse volunteer workforce
- delivery and development of a training and support package to ensure that volunteers have the opportunity to gain the skills and knowledge they need to deliver effective support
- the day-to-day management of volunteers, who will work with individuals to provide outcomes-focused, time-limited support and other roles within the service.

### **Key tasks and responsibilities:**

1. To work with Family Action People Department and Volunteering Lead to ensure that processes meet Family Action quality standards and Volunteering Policies
2. To lead on the safer recruitment of a suitably diverse volunteer workforce, including the development of role outlines and creating regular recruitment and induction pathways and opportunities
3. To develop pathways into volunteering as part of the recovery pathway for people with lived experience
4. To deliver an in-house training programme for volunteers that will include, but will not be limited to, promoting knowledge and skills to undertake a range of volunteering opportunities, which will support volunteers to understand safeguarding, health and safety, equality and diversity, data protection, equality and diversity and multi-agency working practices
4. To lead on all aspects of the day-to-day coordination and supervision of a team of volunteers and their activities, developing and inspiring them to develop outcomes-focused practice to meet the needs of people referred into Living Well
5. To supervise and celebrate volunteers through regular high quality supervisions, monitoring safeguarding responsibilities and training, challenging practice and performance, resolving



conflict and making difficult decisions when necessary. To create opportunities for group and peer support, with a commitment to continuous development.

6. To provide on-going liaison, where necessary, between volunteers, practitioners and individuals to support holistic, integrated working practices
7. To work with the Service Manager and other members of the leadership team to embed the volunteer support offer into the service, working collaboratively across the family support, older adults and group support elements of the service
8. To work collaboratively with stakeholders and partner agencies to raise the profile of the service in the local area, in order to strengthen awareness of support available and contribute towards community resilience and capacity
9. To develop new and innovative ways of working in order to ensure best practice and to meet the developing needs of the service
10. To provide the Leadership Team with regular, relevant monitoring information relating to the volunteer element of the service to support quarterly performance monitoring
11. Undertake own administration and keep timely and accurate records whilst adhering to GDPR, confidentiality and information sharing protocols; to monitor your workload and raise any issues with your line manager as they arise.
12. Work with your line manager to continually pursue personal and professional development, taking an active role in supervision and appraisal processes
13. To have an understanding of, and comply with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults
14. To ensure the implementation of Family Action's Equality & Diversity Policy and Ethical Policy in every aspect of work and positively promote the principles of these policies amongst colleagues, service users and other members of the community
15. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare
16. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.
17. To work flexibly within Bolton, where necessary, appropriate and feasible

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## PERSON SPECIFICATION

<b>Education, Qualifications &amp; Background</b>	
1.	1. Educated to NVQ Level 3 (minimum) - <b>or</b> proven experience in Health and Social Care, Adult Mental Health or an associated field, and to evidence a genuine commitment to continuing professional development.
<b>Experience</b>	
2.	Demonstrable experience of supervising and developing volunteers, providing effective leadership, managing conflict and using negotiation skills where necessary with an ability to communicate, negotiate and influence a wide range of audiences and stakeholders.
3.	Demonstrable experience of working with a diverse range of communities and inter-agency working and the importance of working together principles
4.	Demonstrable experience of empowering individuals to build on their existing strengths, advocate for their needs, views etc. and develop individual's confidence and skills to do this independently whenever possible.
5.	Demonstrable experience of establishing and sustaining a broad range of professional partnerships and engaging, as well as consulting, with service users and stakeholders through effective collaboration and communication skills.
6.	Demonstrable experience of providing high quality supervision and undertaking appropriate training in the principles of reflective practice.
7.	Demonstrable experience of developing and delivering training courses
<b>Knowledge &amp; Skills</b>	
8.	Skills, knowledge and aptitude for building and maintaining professional relationships with colleagues inside and outside the service, adults with lived experience of a mental health condition, community groups and other agencies, working with communities and individuals in an empowering and supportive way.
9.	Skills, knowledge and experience of using a range of different methods and models of working with individuals and groups in the community.
10.	Excellent understanding and awareness of the impact of disadvantage and social exclusion and a commitment to promoting inclusion and equality of opportunity for all.
11.	Excellent understanding of the impact of a mental health condition on daily living
12.	Excellent written communication skills, with a high level of IT proficiency
13.	Proven ability to work creatively and flexibly, using evidence-based approaches to achieve positive change – including demonstrable experience of providing emotional, practical and resourceful services to adults with lived experience of a mental health condition
14.	Excellent ability to work autonomously to effectively plan and prioritise work, adapting to new models of working in a confident and professional manner.
15.	Up to date knowledge and understanding of local and organisational Safeguarding policies and procedures.
16.	Ability to develop creative and innovative practice, with the ability to plan, set priorities and work on own initiative. Good organisational skills are required
<b>Values</b>	
17.	Able to evidence Family Action's values at all times, which underpin our mission of 'building stronger families' by: <ul style="list-style-type: none"> <li>• Being <b>people</b> focused</li> </ul>



	<ul style="list-style-type: none"><li>• Reflecting a <b>'can do'</b> approach</li><li>• Striving for <b>excellence</b> in everything we do</li><li>• Having <b>mutual respect</b> for everyone we work with, work for and support through our services</li></ul>
<b>18.</b>	Be committed to equal opportunities and uphold and comply with Family Action's Equality & Diversity policy in all aspects of your work, promoting its principles amongst colleagues, service users and other members of the community.
<b>In addition</b>	
<b>19.</b>	Willing to work hours in a flexible way, including evenings and weekends as required to meet the needs of the service.