**Volunteer Co-ordinator**

**Job Description**

**Responsible To:** Volunteering Manager

**Responsible For:** CMH (Community Mental Health) Volunteers

**Overall Purpose of Job**

Onside, Worcestershire Association of Carers, Springfield MIND and Herefordshire MIND are working in collaboration to provide a range of support designed to address the wider social and practical needs of people living with mental ill health.

Working as part of the new community mental health teams in partnership with clinical and other mental health services, VCSE Community Mental Health Link Workers work with Primary Care Networks and GP surgeries across Herefordshire and in the Wyre Forest and Malvern, Great Witley and Knightwick areas of Worcestershire.

VCSE Community Health Link Workers guide people with mental health problems through local health, social care and neighbourhood services supporting access to specialist support services such as housing or debt advice, interest groups such as walking or art groups and one to one and group peer support activities that build confidence and resilience. Specialist Link worker provision is available to meet the needs of people who are Carers and who are experiencing mental ill health themselves or caring for someone affected by mental health issues.

The CMH Volunteer Co-ordinator will work as part of Onside’s Volunteer Team and the wider CMH Link Workers team. This role will involve the delivery of a volunteer recruitment plan, ensuring appropriate volunteers are recruited to provide support to individuals accessing the CMH service and providing ongoing support to CMH volunteers to ensure their safe and continued engagement with the service. Volunteer roles include: supporting service users to attend appointments with other providers such as housing or benefit advice agencies, time limited mentoring support to help service users engage in community activities or specialist support groups; supporting Link Workers with the administration of peer support and other groups as appropriate.

**Main Responsibilities are:**

1. Identify volunteer requirements and carry out relevant promotional and recruitment campaigns to meet local needs in liaison with VCSE partners.
2. Meet with and interview potential volunteers interested in the CMH Service, including post training follow up interviews.
3. Carry out the volunteer recruitment process, to include induction and organisational set up processes.
4. Support with the delivery of volunteer training and induction and linking in with VCSE partners.
5. Work with VCSE partners and CMH Link Worker team to identify and match suitable volunteers with service participants and activity.
6. Set clear boundaries and expectations in terms of volunteer input and support.
7. Oversee the effective volunteer delivery of CMH Service provision including recording, monitoring and review.
8. Work in collaboration with VCSE partners and CMH Link Workers to ensure effective support and guidance is available to volunteers, project participant goals and action plans are being met and outcomes evaluated.
9. Ensure volunteers maintain accurate and up to date records of their activity, outcomes and outputs ensuring the value and impact of volunteer support is captured.
10. Liaise and work closely with the Volunteer Manager to ensure volunteer support and training needs are being met.
11. Support the wider work of the Volunteer team including promotion and recruitment activities.
12. Promote volunteer opportunities at events/networking.
13. Assist with gathering and collating volunteer feedback to ensure continuous improvement in the organisation’s support and recognition of volunteers.
14. Contribute to the ongoing monitoring and evaluation of volunteer support and activity, providing feedback to volunteers and identifying areas for further training and input.

**In addition, all Onside employees are expected to:**

* Work within the organisation’s stated principles and values, adhering at all times to the organisational policies, procedures and guidelines.
* Demonstrate a commitment to anti-discrimination, equal opportunities, social inclusion and individual empowerment for service users, volunteers and colleagues.
* Set high quality standards for self and others, striving to exceed the expectations of stakeholders.
* Show a commitment to personal, professional and organisational development.
* Contribute to organisational promotional and networking activities.
* Work flexibly and co-operatively with colleagues to support the needs of the organisation.

**Onside People:**

* are **passionate** about what they do
* **value difference**
* are **creative** in their approach
* are committed to **fairness and justice**

While the job description provides the main duties and responsibilities for the position, it is not definitive and employees are expected to carry out any additional duties compatible with their skills and abilities. The above may be subject to change and alteration from time to time with the prior agreement of the job holder.

Signed………………………………………………………….. Date……………………….

Print Name…………………………………………………….