**Person Specification**

**Community Mental Health Volunteer Co-ordinator**

**Qualifications**

Essential:

* Good general standard of education

Desirable:

* Volunteer Management qualification
* Mentoring/Coaching qualification

**Experience**

Essential:

* Recruiting, supporting and/or working with volunteers
* Working with people who face disadvantage
* Working in an empathetic and empowering way
* Action planning and reviewing against goals and objectives
* Monitoring and evaluating service delivery, including using computer based and other recording systems
* Writing newsletters/bulletins/promotional materials
* Working within and contributing to a team
* Working in a dynamic and creative way, solving problems and prioritising work
* Maintaining accurate, up to date records of activities and interventions

Desirable:

* Working with people who have mental ill health to improve their wellbeing
* Working in a mentoring/supervisory role
* Running or creating campaigns
* Mentoring or coaching within a formal setting

**Skills**

Essential:

* Good communication and interpersonal skills
* Use of IT to support office based tasks to include, Microsoft office, email and database systems
* Able to network and build effective working relationships
* Able to work on own initiative and manage own time
* Excellent organisational skills and an ability to prioritise workload
* Monitoring and evaluation of the effectiveness of service provided
* Working in an empowering and pro-active way which builds confidence and skills of individuals
* Able to write engaging and informative communications and promotional materials in a variety of formats to meet different audience needs
* Maintaining boundaries and ensuring clarity and understanding of the role
* Ability to self manage and be creative in your approach to problem solving

Desirable:

* Able to use social media to promote volunteering
* Able to use a range of communication methods to meet the varying needs of volunteers
* Able to deliver presentations to a range of audiences

**Knowledge**

Essential:

* Understanding volunteer needs and motivation and applying this to maintain high levels of motivation and commitment from volunteers
* Issues affecting the lives of adults facing disadvantage
* Issues relating to empowerment and disempowerment
* Equal Opportunities and Diversity

Desirable:

* Understanding and knowledge of impact of mental ill health
* Local and national organisations and services relevant to volunteering
* Social and health care systems and processes
* A working knowledge of relevant legislation including Disability Discrimination Act, Data Protection

**Other Requirements**

* This role will involve working in different locations, and will require you to travel across Worcestershire, therefore the ability and means to travel independently is essential
* A willingness to work flexibly with very occasional evening and weekend work

**Onside People:**

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