

Volunteer Coordinator
Job Description, Responsibilities and
Person Specification



Introduction:

Stepping Stones is a user led organisation with a remit to support people who experience common mental health problems and who reside in West Dunbartonshire. Stepping Stones is managed by an experienced team of staff with support from the Board of Directors and is mainly funded by the West Dunbartonshire Health and Social Care Partnership. The organisation has been providing services for nearly 35 years and has a range of supports available for people aged 16 years and older. Stepping Stones is dedicated to inclusivity and co-production, enabling its members to develop services that have a positive impact on mental health and wellbeing.

Vacancy	Hours	Salary
Volunteer Coordinator	Part time (16 hours pw)	£30,750 pro-rata

Job Description:

This is an exciting role for a Volunteer Coordinator to join an established and dedicated staff team to provide various opportunities that empower individuals to make a difference in their community and support them to build confidence, skills and pathways for their future. As the Volunteer Coordinator at Stepping Stones you would lead on our new volunteering programme; shaping our volunteer strategy, roles and model, working on recruitment, training, and support of volunteers across our services, events and projects. You will manage enquiries, build relationships, promote opportunities, supervise and provide guidance, promote training, celebrate achievements and ensure best practice and adherence of relevant policy and procedures throughout volunteering journeys. You will also be responsible for maintaining accurate records, rotas, and evaluations on our CRM database. You will support our Placement Educators who manage Trainees and Volunteer Counsellors in support of our service provision.

At present, Stepping Stones have voluntary roles for individuals to support Group Activities, Counselling, Therapies, Awareness raising and Fundraising. The Volunteer Coordinator will work with colleagues to identify “next steps” pathways for our members, peers and supporters that promote good mental health, wellbeing and recovery. There is an expectation that this role will help to build relationships between services, educators and younger people.

Initially based at our Clydebank office, the role requires flexibility and you will be required to work irregular hours which may include evenings and occasional weekends. Our support services are offered across the West Dunbartonshire area.

This post is ideal for a creative person with volunteer management experience, and a background in the third sector or health and social care, we also welcome those with lived experience or a background in mental health. If you are passionate about people and making a difference, we would love to hear from you.

Principle Tasks and Responsibilities:

Supporting People

- Meet and get to know existing Volunteers, Peers and Members of Stepping Stones.
- Develop Volunteers existing skills & support learning pathways.
- Ensure there is appropriate training available for volunteers.
- Celebrate volunteering, recognise their contributions and champion their work.
- Support the individual mental health and wellbeing needs of the Volunteers.
- Provide regular support and supervision to Volunteers.
- Provide Volunteers with access to social, recreational and educational activities.
- Encourage and support the development of peer support throughout the service.

Supporting the Services

- Establish and maintain strong links and networks with other organisations, both statutory and voluntary.
- Build relationships with local schools and educators.
- Facilitate coproduction with volunteers, members and staff in future service development.
- Contribute to the planning, delivery and day-to-day operation of the services Stepping Stones provides.
- Plan and participate in promoting the services of Stepping Stones.

Day to day operations

- Lead the recruitment process for volunteers and ensure they are appropriately matched and inducted.
- Lead on processes such as PVGs, GDPR, Safeguarding, H&S and regulatory paperwork for volunteering.
- Keep up to date with legislation and policy related to volunteering and make any necessary modifications to accommodate changes.
- Provide support with planning, rotas, risk assessments and budgets for events where volunteers are involved.
- Maintaining accurate records of activities and meetings of volunteer activities.
- Support the delivery of activities where volunteers are involved.
- Ensure notes of all work undertaken with and by volunteers are recorded on the service database, is kept up to date and in good order.
- Any other duties relevant to the post.

Stepping Stones is committed to developing all staff and volunteers.

PERSON SPECIFICATION (VOLUNTEER COORDINATOR)

Attributes	Essential	Desirable	How Assessed?
Experience	<ul style="list-style-type: none"> • Ability to be creative in your work. • Ability to be a team player. • Experience of coordinating or working with volunteers in a community or third sector setting. • Experience of recruiting, training and supporting volunteers • Experience of group facilitation and one-to-one support. • Experience of working as part of a team • Experience of partnership working and community engagement. • Understanding of the role and value of volunteers in community-based work. • Knowledge of safeguarding, equal opportunities and anti-discriminatory practice. 	<ul style="list-style-type: none"> • Experience of marketing (Ideally promoting volunteering opportunities). • Experience of fundraising. • Experience of direct working with people who have common mental health problems. • Experience of networking with a number of different agencies. • Experience in a social care setting. • Experience of person centred working and inclusive practice. • Experience of planning rotas or coordinating volunteer schedules. • Experience of contributing to funding or monitoring reports. • Understanding of personal development and pathways to employment. 	Application form and interview
Qualification / Education / Training	<ul style="list-style-type: none"> • Evidence of, or a willingness to work towards, a recognised qualification in Volunteer Management within an agreed timescale. 	<ul style="list-style-type: none"> • Evidence of further training and development in Volunteer Management. • A recognised Social Care qualification. • A recognised qualification in fundraising 	Application form, interview and production of certificates, post interview

Skills, abilities and knowledge	<ul style="list-style-type: none"> • Well developed communication skills both verbal and written. • Strong organisational skills • Good networker and relationship builder. • A supportive, collaborative team player • Good problem-solving skills and calm approach to challenges. • Ability to motivate and support a diverse range of individuals • Ability to plan ahead and coordinate rotas and schedules effectively • Ability to plan and prioritise workload. • Ability to manage self. • Ability to work under pressure and to deadlines. • Confident promoting volunteer opportunities • Competent in administrative skills and use of Microsoft packages and a database system. • Ability to undertake activities in partnership with volunteers. 	<ul style="list-style-type: none"> • An understanding on the PVG Scheme and Volunteer policies in Scotland. • Information and Technology skills. • Communications and Marketing skills. • An understanding of the demographics and challenges for residents of West Dunbartonshire. • An understanding of Neurodiversity. • An understanding of current policy and legislation in relation to mental health and well-being. • An understanding of barriers to employment. • Trauma informed. 	<p>Formal and informal interview</p>
Personal Qualities	<ul style="list-style-type: none"> • A commitment to equal opportunities and challenging prejudice, stigma and discrimination. • The ability to work flexibly and as part of a team. • Must be committed to continuous personal development. • Must be a positive, enthusiastic, motivated individual. 	<ul style="list-style-type: none"> • A commitment to the development and growth of volunteering 	<p>Formal and informal interview</p>

Stepping Stones Values

We expect all of our staffs, volunteers and trainees to act in a way which shows they understand our core values and are willing to put them into practice with service members, their friends, family and carers and also other staff members.

Our Values (**BELIEVE**) Statement should be read in conjunction with the Job Description.

#BELIEVE

- **B**e the best that we can be to support our people;
 - The organisation will ensure that it supports its human resource in whatever way it can to ensure our services meet the expectations of the people who utilise them;
- **E**mpower and enable members to connect with their communities;
 - Support our members to fulfil their potential and contribute to their communities in a way that is meaningful and helps build their resilience and capabilities;
- **L**ead the way in addressing inequality in our communities;
 - Stepping Stones will have a community presence and will undertake activities that address wider issues that impact the way mental health is perceived in the public domain;
- **I**nnovate so that we can be great at what we do;
 - We will seek ways in which to design services that have the greatest impact on our mission and maximise the organisations potential;
- **E**mpathise with and support those who reach out for help;
 - We will ensure our service portfolio is relevant and up to date and respond as quickly as we can to those who are in distress;
- **V**isualise a better future for people with mental health issues;
 - We will ensure what we do is available to all sections of the community by marketing our services appropriately;
- **E**xpect the best out of our staff, volunteers, trainees and peers;
 - We will give our colleagues the opportunity to be the best that they can by supporting them in their aspirations for personal development to increase their competences and build their capacity and resilience;