

Volunteer Coordinator

Location:	The Cellar Trust, Farfield Road, Shipley BD18 4QP
Salary:	£21,635 - £23,635 FTE per annum pro rata
Hours of work:	Full time (37.5 hours per week). Flexible working options considered.
Contract:	Permanent
Holiday:	25 days per year plus 8 bank holidays
Responsible to:	Head of Service
Informal enquiries:	Michelle Rhodes (Head of Service): michelle.rhodes@thecellartrust.org
Closing date:	4pm Tuesday 11 Jan 2022
Interview date:	TBC

Working for the Cellar Trust isn't about having a job - its about changing and saving lives. We are a mental health charity that supports people across Bradford, Airedale, Wharfedale and Craven, delivering brilliant services to give people a helping hand with their mental health. Whatever your role is you will have the chance to make your mark and see the impact of your work.

The Role

We would not be able to deliver our vital services without volunteers. They provide peer support services to our clients, work in our community café and help with fundraising. We are looking to grow our volunteer community and provide even more meaningful volunteer experiences that positively impact the organisation and the communities around us. To help us deliver this we are looking for an experienced Volunteer Coordinator to oversee all aspects of the development and coordination of our volunteering function, with a particular focus on increasing recruitment and engagement.

Who you are

You are an outstanding communicator able to engage and work with a variety of different people. You are confident networking with a range of groups, organisations and professionals to in order to promote services and recruit volunteers. You have excellent IT, admin and organisational skills as well as experience of working with volunteers in a similar role. Ideally you will be able to innovate, suggest, and implement improvements to the recruitment of new volunteers and to the experience we currently offer our existing volunteers.

What you will do

- Work with the Leadership Team to identify what volunteer roles are required as well as suggest new and innovative volunteer experiences to develop.
- Promote our volunteer opportunities in a variety of local settings to ensure we reach a wide range of people and expand our volunteer base. This will include attending networking and information events, building relationships with organisations and service providers across the district and talking at community groups and events.
- Work closely with our communications & marketing team to improve our reach in terms of volunteer recruitment. This will include input into marketing material and social media content.
- Work to reduce barriers to volunteering and promote diversity and inclusion. This will include some community engagement work and being an active member of the organisation's Equity, Diversity and Inclusion group.
- Oversee and support the volunteer recruitment process. Working with colleagues you will help to create role descriptions and other related documentation, match opportunities to applicants, carry out volunteer interviews and coordinate inductions, training and supervision plans.
- Coordinate volunteer training and development ensuring they complete all mandatory training. Work with the admin team to ensure that training records are kept up to date and any ongoing training needs are identified.
- Provide appropriate communication, support and information to volunteers. This may include regular email updates and individual contact as well as working with other relevant staff to run volunteer meetings and / or peer support groups / supervision sessions.
- Take a lead role in improving volunteer engagement, helping to identify innovative and flexible ways to motivate, engage and reward our volunteers
- Work with colleagues develop an effective and robust system for volunteer supervision and ensure it is implemented consistently across the organisation.

- Keep accurate volunteer records, helping to maintain a database of volunteers in line with data protection legislation and internal processes.
- Take a key role in developing a volunteer recognition scheme and be responsible for its effective implementation and administration.
- Review and keep updated our Volunteer Handbook and related volunteer policies and procedures in conjunction with the HR Lead. Take a key role in implementing these across the organisation. Keep up to date with legislation and policy relating to volunteering and ensure compliance and best practice.
- Contribute to the development of our Volunteer Strategy and related volunteering action plan in line with the Cellar Trust strategic aims and objectives.
- Carry out monitoring and evaluation work. This will include collecting and analyzing volunteer feedback and other performance data to evaluate our work and suggest improvements. You will need to produce written reports and feedback to the Leadership Team.
- Undertake a range mandatory and role specific training including safeguarding, data protection, health and safety and mental health awareness training.
- Work in accordance with all Cellar Trust policies and procedures.

What you will get

- The chance to work for a dynamic, friendly and supportive charity.
- Opportunities to develop your skills and experience in volunteer coordination and engagement within a mental health setting, in a rewarding and fulfilling environment.
- Training and development opportunities.
- Access to our free employee assistance programme, including a free 24hr advice helpline and counselling support when needed.
- The option for flexible working if suited to the role – have a chat with us about your circumstances and we will see if we can accommodate your requests.

Person specification

All aspects of the person specification will be assessed through the application process with additional questions at interview stage. Please ensure that you address all of the criteria in your application.

Criteria	Essential	Desirable
Qualifications	Good general education to at least GCSE level 4 or equivalent.	Training in IT packages such as Microsoft Word, Excel and PowerPoint and online databases.
Experience	Relevant experience of recruiting, supporting and motivating volunteers.	Lived experience of mental health difficulties.
	Experience of facilitating and delivering training sessions and/or supervision.	Experience of community engagement work.
	Experience of maintaining databases and electronic records.	Experience of supervision, mentoring or coaching others
		Experience of setting up new systems and processes.
Skills	Exceptional communication skills (verbal and written) and the ability to network effectively with a range of people and organisations.	Additional language skills.
	Good IT skills including in Outlook, Word and Excel and in using online databases.	Marketing and publicity skills including producing promotional materials.
	Good administrative and record keeping skills including strong attention to detail	
	Basic data analysis and report writing skills.	
Knowledge	Good knowledge and understanding of the motivational, training and support needs of volunteers.	Awareness of the principles of community engagement
		Knowledge of volunteer legislation and good practice
	Awareness of safeguarding issues.	Understanding of the barriers to volunteering
	Understanding of data protection, GDPR and the need to maintain confidentiality in all areas of work	Awareness of how to increase diversity and inclusion in the workplace
Personal Qualities	Flexible approach to work including the ability to work as a team and using own initiative.	
	Ability to multi-task, work calmly under pressure, and meet tight deadlines.	
	Passionate about volunteering and about mental health and improving the wellbeing of people in the district.	
	Committed to professional and personal development	
Other	Willingness to undertake an enhanced Disclosure and Barring Service (DBS) check	
	Willing and able to travel to different locations	

How to Apply

To apply for this post please answer these **three Qs** and submit them typed in a word document to recruitment@thecellartrust.org before the closing date of 4pm Tues 11 Jan 2022:

1. What skills and experience do you have for this role?
2. How do you use your values in practice?
3. What experience do you have of engaging the diverse communities across our district?

If you would like a copy of any of the recruitment documents in another format, such as a paper copy, please email recruitment@thecellartrust.org. Only candidates invited to interview will be informed and due to the volume of applications received we may only be able to give feedback to people who are unsuccessful at interview stage.

The Cellar Trust believes in equity and we celebrate diversity. We are an inclusive workplace, where everyone is welcome and supported to be themselves. We are a Disability Confident employer and offer a guaranteed interview to candidates with a disability who meet all the essential criteria in the person specification. If you would like to request a guaranteed interview because of a disability please specify this in your application.