
Reports To:	Service Manager (Southampton Wellbeing)
Direct Reports:	Volunteers
Location:	Mayfield Garden centre and 28 The Avenue
Hours:	22 hours per week
Salary Range:	£15,997.57 to £17,576.22 per annum (£26,905 to £29,560 full-time equivalent) – Solent Mind Band C
Contract:	Permanent contract

Purpose:

To manage, recruit and support a team of volunteers to support delivery of our services in the Southampton area. This includes our Mayfield Garden Centre, Wellbeing and Peer Support services as well as supporting wider service leads to identify opportunities for volunteer role development.

Principal Accountabilities:

- Work with teams, leaders and stakeholders to identify opportunities for volunteer role creation and development.
- Lead on the recruitment and induction of volunteers across the services in line with charity processes, including outreach work and establishing relationships with relevant community groups and organisations.
- Ensure volunteers are appropriately supported in their roles, including providing regular group and 1:1 supervision and reflection sessions.
- Link in with the Solent Mind Volunteering Lead to ensure volunteers are offered a consistent and appropriate level of support and can benefit from relevant learning and development opportunities.
- Link in with the Lived Experience Participation Manager to support the development of pathways, through the peer support training programme, into volunteering opportunities for people who have accessed support from services.
- Ensure volunteers understand and comply with Solent Mind safeguarding, health and safety and risk assessment policies and processes.
- Liaise with Managers and the staff team to ensure the integration, support and supervision of volunteers within the wider team.
- Celebrate the contribution and achievements of volunteers and the groups and activities they are supporting.

- Collect, analyse and report on data in relation to the service, ie engagement, time volunteered and impact.
- Contribute to service monitoring, evaluation and reflection in line with project guidelines.
- Act as an advocate for volunteers and volunteering within and beyond Solent Mind, including attendance at relevant meetings and stakeholder groups.
- Proactively seek out ways to develop services through volunteering opportunities.
- Support the engagement of volunteers, service users and community voices on the design and operation of our service, seeking regular feedback.
- Share and implement learning with colleagues across Solent Mind.

General:

- Adhere to the aims, values, policies and procedures of Solent Mind, particularly safeguarding and health & safety.

This list is non exhaustive and other duties may be required to meet the needs of Solent Mind.

Requirement	Essential or Desirable
<p>Qualifications/Education/Training: (Minimum standard of education and professional qualifications (RQF level) required to achieve the purpose of the job to a fully satisfactory level)</p> <ul style="list-style-type: none"> Minimum of level 3 qualification or equivalent, or capability and willingness to work towards 	Essential
<p>Experience: What type and depth of experience is required to perform the duties to a fully satisfactory level</p> <ul style="list-style-type: none"> Experience of volunteering or working with volunteers Experience of working with people who may be vulnerable with diverse and complex needs Experience of working with IT systems including Customer Relationship Management Systems Experience of managing or supervising paid staff or volunteers Experience of working within a mental health service or setting 	Essential Essential Essential Desirable Desirable
<p>Knowledge/Skills/Competencies:</p> <ul style="list-style-type: none"> Understanding of the impact of mental health issues on individuals and communities Ability to problem solve and introduce and embed new ways of working Understanding of the value of volunteering to the community, organisation and individual Awareness of the benefits and challenges to volunteering Awareness of safeguarding, equality, diversity and inclusion issues Ability to self-reflect and learn from experience and specific situations Excellent IT & Digital skills (MS Office and Customer Relationship Management Systems) Excellent communication skills both verbal and written Own lived experience of mental health issues 	Essential Essential Essential Essential Essential Essential Essential Essential
<p>Other:</p> <ul style="list-style-type: none"> Commitment to Solent Mind's values Commitment to Solent Mind's Equal Opportunities and Diversity and Inclusion policies Willingness to undergo a relevant DBS Check if required Willingness and ability to travel within the local area Ability to work occasional evenings and weekends 	Essential Essential Essential Essential Essential

<p>Date job originated: May 23 Date job reviewed: Jan 26 Reviewing Manager: Michelle Playle</p>
