

Befriending Service Volunteer Coordinator Job Description



Title: Befriending Service Volunteer Coordinator

Hours: 30 hrs per week, 4 year Fixed-term contract

Pay: £21,000 per annum (pro rata)

Responsible to: Befriending Service Manager

Length of Contract: 4 Years

Job Summary:

You will be joining a small and vibrant team at a time when our service is more important than ever and subject to constant adaptation due to the coronavirus emergency.

We have obtained funding to expand and develop our Befriending Service for Mental Health and Wellbeing, to meet the needs of Bristol residents and strengthen our communities through the next 4 years.

The service provides one to one peer support to people over 18 who self-identify as having a mental health issue and/or are having problems with social isolation which is affecting their wellbeing. The service is delivered through the training of volunteers who are assigned to individuals as befrienders.

Your main responsibility will be to help the Befriender Service manager deliver the service, expanding the service to help more people. There are 2 tiers of service by phone and in person contact through our Walk & Talk service. You will be helping the Befriender service manager to ensure that the service operates effectively and smoothly; you will supervise volunteers; promote the service; and help deliver training. You can expect a good amount of admin and ad hoc tasks, therefore you will need strong skills to prioritise, organise your workload effectively. The role will involve some flexible working.

Volunteer Coordinator Core Duties & Responsibilities

1) Befriending Project Service delivery

- To assist the Befriending Service Manager with their duties
- Support Volunteer Recruitment
- Assisting in the training of new volunteers for the befriending service
- Matching the appropriate volunteers to members/service users for befriending
- Be a point of contact for volunteers enquiries
- Assist in the production of Volunteer Newsletters, online information and resources.
- Managing and supporting volunteers
- Providing supervision, support and feedback to volunteers
- Contact new members and answer enquiries about the service
- Liaising with the Befriending Service Manager to ensure that the service operates safely and correctly, that volunteer levels are appropriate
- To handle safeguarding concerns appropriately, escalating where necessary (with support from Befriending Service Manager)
- You will be required to take on some befriending roles either by phone or face to face in our walking groups.

2) Administration

- Ensuring that there is a healthy and safe environment at any face-to-face future sessions, supervision sessions and the office
- Helping to administer the befriending service using our database, Charity Log, including collecting and collating monitoring data
- Completing necessary paperwork
- To represent Changes as a member of the staff team, to use a Changes email address
- To communicate and report to the Befriending Service Manager with any concerns as well as monitoring information for charity reporting
- Attend weekly staff meetings
- Adhere to Data Protection law

3) Other

- To work collaboratively with fundraising, media and the peer support service team, sharing responsibility for the achievement of jointly agreed objectives, as appropriate
- To maintain a good working relationship with other members of staff, volunteers and service users/members
- To represent Changes in a professional manner
- To keep up to date knowledge about the third sector in Bristol
- To assist other staff members covering holidays and sick leave

- To complete tasks as directed by the Project Manager and/or Trustees as appropriate for the smooth running of the charity
 - From time to time you may need to help with the running of other aspects of the peer support service
-