



The Mental Health Service for our Community

Job description

Job title	Compeer Volunteering Manager
Contract	Permanent
Hours	up to 37.5 hours per week
Salary	£31,000 - £36,000, commensurate with qualifications and experience
Service setting	Jami resources and local communities

Organisation

Jami was established in 1989 by parents, relatives and friends of people who experienced mental health difficulties. In 2013 Jami became responsible for the community's non-residential mental health provision, creating a single mental health service for the Jewish community.

This is a new role created to have oversight over Jami's existing volunteering programmes and develop Compeer at Jami. Compeer's community based mental health programme aims to improve the quality of life, self-esteem and resilience of people with mental illness through one-to-one support with a volunteer. Pairs meet up regularly for simple social activities, to provide support to people at their homes, or to access their local communities.

Job purpose

To lead and have overall responsibility for all existing volunteering programmes at Jami.

Within the framework of the Compeer Programme's goals and objectives and under the direction of Head of Services, the Compeer Volunteering Manager will be responsible for the development of Compeer at Jami.

Developing effective systems for the recruitment, induction, training, supervision and retention of Compeer at Jami volunteers and administering a programme that utilises volunteers in supportive friendship relationships with people who experience mental illness.

Key relationships

- Jami service managers
- External volunteering agencies and local community groups
- Compeer affiliates

Main responsibilities

- Line manage Volunteering and Pastoral Coordinator, maintaining an overview of Jami's volunteering programmes
- Ensure Jami's Volunteering programmes are safe, effective and in line with Jami's ethos and values
- Participate in planning, development and implementation of yearly programme objectives, annual programme budget, administrative policy and procedures for volunteers
- Provide direct supervision of local staff, staff performance appraisals, interviewing and training of new staff
- Overall coordination and supervision of all facets of local programmes including:
 - Recruitment, interviewing, screening, training, matching and monitoring of volunteers
 - Monitor volunteer/friend caseload via telephone and face to face contact and processing of volunteer reports. Effectively address issues of concern
 - Provide support in problem solving and crisis intervention as needed in the Compeer relationship
 - Facilitate volunteer training sessions, volunteer support sessions and matched friend's enrichment activities. Attend other programme-related activities or functions
 - Development of referral pathway and communication channels, internally and externally
 - Development of programme narratives and data capturing methods
 - Provide qualitative and quantitative data, outcome measurement necessary for quality assurance programme, evaluation and assessment
 - Supervision of student placements, including assignment of duties and performance appraisal
 - Liaison with other community agencies
- With support from the Marketing and Communications Manager, be responsible for public relations, public speaking and workshop presentations
- Keep up to date with practice developments through involvement in appropriate national and local networks
- Maintain own personal development and keep up to date with current knowledge and health and social care agenda through reading, attending study days, conferences and meetings as appropriate

- Work within Health and Safety guidelines, with reference to the Lone Worker Policy and individual risk assessments
- Compliance with the Equality Act, and Health and Safety legislation
- Attend regular supervision with named supervisor
- Participate in the organisation's appraisal process
- Ensure that all activities are operated in a way which is consistent with the values of Jami and the Jewish community it serves.
- Carry out any other reasonable duties as requested by your line manager or another designated senior manager

Training and Qualifications

Essential	Desirable
<ul style="list-style-type: none"> • Educated to degree level or demonstrable equivalent work experience. 	<ul style="list-style-type: none"> • Relevant qualification (e.g. Psychology, Social Work/Occupational Therapy/ Nursing etc) • Relevant qualification in volunteer management • Registered with appropriate regulatory body (e.g HCPC) or a willingness to register

Knowledge and Experience

Essential	Desirable
<ul style="list-style-type: none"> • Experience of developing and delivering services and the change process • Experience of coordinating and supervising volunteers • Knowledge of best practice in managing volunteers • Project management skills • Assessment skills 	<ul style="list-style-type: none"> • Local knowledge of community resources and facilities • Experience and knowledge of the Jewish community • Leadership experience • Working in a complex and changing environment • Lived experience of mental illness

<ul style="list-style-type: none"> • Recruitment skills • Experience of developing and facilitating training • Ability to gather, interpret and report on data • Risk assessment and management skills • Knowledge of relevant current issues in health and social care • Thorough knowledge of safeguarding • Working in partnership with other agencies • Good IT skills 	
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Communication skills

Essential	Desirable
<ul style="list-style-type: none"> • Strong written and verbal communication skills • Good interpersonal skills and ability to build relationships • Delivering presentations, workshops, seminars to a broad range of stakeholders 	

Flexibility

To deliver services effectively, a degree of flexibility is needed and all post-holders may be required to perform work not specifically referred to above. Such duties will fall within the general scope of the job description. The job description will therefore be subject to periodic review with the post holder to ensure it accurately reflects the duties of the job.

Disclosure of criminal background

All employees are checked with the Disclosure Barring Service

If it is a requirement of the post that an enhanced check is undertaken, successful applicants will be asked to complete and sign a Disclosure Form giving permission for the screening to take place.

Having a criminal record will not necessarily bar you from working with Jami. This will depend on the nature of the position and the circumstances and background of offences.

Please note applicants refusing to sign the form will not be progressed further.

Confidentiality

All information relating to service users, volunteers and staff gained through your employment with Jami is confidential. Any disclosure to any unauthorised person is a serious disciplinary offence.

For further details/informal visit please contact on 020 8458 2223 or email louise.kermode@jamiuk.org

- To apply please send your C.V. and covering letter to recruitment@jamiuk.org
- Closing date for applications **30th January 2020**
- Interviews are likely to take place week commencing **17th February 2020**