



The Mental Health Service for our Community

## Job description

<b>Job title</b>	Volunteering Coordinator
<b>Contract</b>	Permanent
<b>Hours</b>	Up to 37.5 hours per week
<b>Salary</b>	£26,000 to £29,000, commensurate with qualifications and experience
<b>Service setting</b>	Jami resources, local communities, homeworking

### 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.

### Job purpose

Jami's volunteering service has seen significant growth and development over the past few years, with 240 volunteers supporting across all areas and services at Jami.

The Volunteering Coordinator will play a key role, and act as a central point of contact for all of volunteering at Jami, supporting with all recruitment and general coordination of the volunteering service.

### Key relationships

- Compeer and Volunteering Manager, Compeer Coordinator, Hospital Visiting Coordinator
- Volunteers
- Third party agencies such as JVN or AVM
- Jami service managers

## Main responsibilities

- Volunteer recruitment at Jami, including writing new role-descriptions, advertising, initial screening calls, DBS checks, references, inductions, exit interviews and helping to create and deliver role-specific training.
- Maintain record keeping system for volunteers and to work collaboratively with the data team to ensure all records are up to date.
- Promote best practice in volunteer management.
- Carry out annual reviews with role-managers across all of Jami.
- Carry out regular reviews and analysis of the volunteering service including qualitative and quantitative reporting.
- Work collaboratively with other services at Jami to ensure volunteers are well-supported.
- Support colleagues and volunteers with any concerns or issues raised with volunteering.
- Monitoring, evaluation, and outcome reports e.g board report
- Organize and deliver volunteering events.
- Write the volunteering newsletter which goes out twice a year.
- Build positive and supportive relationships with people using Jami services, volunteers, and colleagues.
- Contribute to the update of key documents and new policies.
- Process expense forms.
- Send keep in-touch emails to volunteers.
- Carry out duties in line with confidentiality of the service.
- Support with other responsibilities relating to the volunteering service in general.
- Create case-studies when needed.
- Deliver training with the Education team as part of the prospectus.

## Other:

- Maintain own personal development and keep up to date with current knowledge of best practice in volunteer management.
- Maintain own personal knowledge and understanding of Jami's services, and Jami's ethos.
- Work within Health and Safety guidelines.
- Compliance with the Equality Act, and Health and Safety legislation.
- Attend regular supervision with named supervisor.
- Participate in the organization'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.

## Knowledge and Experience

Essential	Desirable
<ul style="list-style-type: none"> <li>• Experience of managing volunteers</li> <li>• Knowledge of best practice in managing volunteers</li> <li>• Knowledge and understanding of safeguarding and confidentiality</li> <li>• Working in partnership with other agencies</li> <li>• Excellent IT and administration skills</li> <li>• Working with vulnerable people</li> <li>• Ability to manage challenging situations</li> <li>• Experience in delivering training both internally and externally</li> <li>• Facilitation skills</li> </ul>	<ul style="list-style-type: none"> <li>• Local knowledge of community resources and facilities</li> <li>• Experience and knowledge of the Jewish community</li> <li>• Working in a complex and changing environment</li> <li>• Lived personal experience of mental illness</li> <li>• Experience working in the mental health sector</li> <li>• 12 months experience working in the charity sector</li> <li>• Experience working with children and young adults</li> </ul>

## Training and Qualifications

Essential	Desirable
<ul style="list-style-type: none"> <li>• Relevant qualification or training in volunteer management</li> </ul>	<ul style="list-style-type: none"> <li>• Educated to degree level</li> </ul>

## Personal attributes

Essential	Desirable
<ul style="list-style-type: none"><li>• Strong written and verbal communication skills</li><li>• Efficient and productive approach</li><li>• Good interpersonal skills and ability to build relationships</li><li>• Strong IT skills and attention to detail</li><li>• Empathetic, understanding and patient</li><li>• Collaborative and flexible</li><li>• Good time management and organisational skills</li><li>• Able to work well within a team as well as independently</li></ul>	

## 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.

## Equality & Diversity

Jami is proud to be an equal opportunity workplace. We recognise and promote, the positive value of diversity, equality, and challenge discrimination. We welcome and encourage job applications from people of all backgrounds.

## 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 unauthorized person is a serious disciplinary offence.

For further details please contact on 07735 621375 or email **[emma.reynolds@jamiuk.org](mailto:emma.reynolds@jamiuk.org)**

- To apply please send your C.V. and a one page covering letter to [recruitment@jamiuk.org](mailto:recruitment@jamiuk.org)
- Closing date for applications is the 11<sup>th</sup> of July
- Interviews are likely to take place week commencing the 12<sup>th</sup> of July