

## Job description

<b>Job title</b>	Volunteering Officer
<b>Contract</b>	Permanent
<b>Hours</b>	Full-time
<b>Salary</b>	£23,000 to £25,000 depending on experience
<b>Service setting</b>	Across Jami localities and home based

### Organisation

Jami is a mental health charity that enriches and saves lives impacted by mental illness and distress in the Jewish community.

Since the start of the pandemic, demand for our services has grown exponentially. In 2021 we undertook a thorough review of the needs of the community, to develop a new strategy that will secure the Jewish community's mental health provision. The new strategy sets out a huge agenda for change in scale and provision, which will be developed over the next five years while we continue to run our diverse set of highly professional mental health services:

- Advice and advocacy
- Treatment and support
- Education and campaigning

Jami currently supports over 1,400 individuals, delivering almost 50,000 separate service interactions each year, and reaches thousands more people through education, seminars, work in schools and other organisations. Through our social enterprise community café, Head Room, we raise mental health awareness while delivering mental health support on the high street.

### Job purpose

Jami's volunteering service has seen significant growth and development over the past few years, with 260 volunteers supporting across all areas and services at Jami.

As we continue to grow, we are looking for an efficient, motivated, and organised individual to work with the volunteering coordinator to support the overall delivery of the service.

## Responsibilities

- Provide administrative support for volunteer recruitment at Jami including DBS checks and references
- Renew DBS checks for all volunteers every 12 months
- 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 reflections with role-managers across all of Jami
- 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
- Support the volunteering engagement strategy
- Build positive and supportive relationships with people using Jami services, volunteers, and colleagues
- Process expense forms
- Send keep in-touch emails and happy birthday cards to volunteers
- Carry out duties in line with confidentiality of the service
- Support with other responsibilities relating to the volunteering service in general
- Support with training and induction of new volunteers

## Other:

- 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 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

## Key relationships

- Compeer and Volunteering Manager, Volunteer Coordinator, Compeer Coordinator, Compeer Officer, Volunteering Officer and Hospital Visiting Coordinator
- All Jami volunteers

## Training and Qualifications

Essential	Desirable
<ul style="list-style-type: none"> <li>• Safeguarding</li> <li>• Confidentiality and GDPR</li> <li>• Mental health awareness or other mental health training</li> <li>• Volunteer management or support</li> </ul>	<ul style="list-style-type: none"> <li>• Mental Health First Aid</li> <li>• Degree level</li> </ul>

## Knowledge and Experience

Essential	Desirable
<ul style="list-style-type: none"> <li>• Working within a fast-paced environment and as part of a team</li> <li>• Experience of working with and supporting volunteers</li> <li>• Knowledge of best practice in managing volunteers</li> <li>• Knowledge and understanding of confidentiality and GDPR</li> <li>• Working in partnership with other agencies</li> <li>• Excellent IT and administration skills</li> <li>• Understanding and awareness of societal factors that impact our mental health</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>• Lived personal experience of mental illness</li> <li>• Facilitation skills</li> <li>• Working with vulnerable people</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.

## 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.

## Equality and diversity

Jami are 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.

## 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 Emma Reynolds on 07735 621 375 or email [emma.reynolds@jamiuk.org](mailto:emma.reynolds@jamiuk.org).

To apply for the role, please send your CV and a one page covering letter outlining how your skills and experience make you a good fit for the role to [recruitment@jamiuk.org](mailto:recruitment@jamiuk.org). Closing date for applications **15<sup>th</sup> May 2022**.