



JOB DESCRIPTION

Trust Links is an organisation committed to the safeguarding and promoting the welfare of children and vulnerable adults and expects all staff, Trustees and volunteers to share this commitment.

Trust Links aims to create a culture that respects and values each others' differences, that promotes dignity, equality and diversity, and that encourages individuals to develop and maximise their true potential.

POST TITLE: Volunteer Lead

POST SALARY: £27,500 - £30,650 per annum pro rata

HOURS OF WORK: Full time/part time including occasional evenings and weekends

POST LOCATIONS: All Trust Links sites in Essex including the opportunity to work from home

REPORTS TO: Head of Commissioned Services

RESPONSIBLE FOR: Oversight of volunteering across Trust Links, including volunteer experience, standards and strategy

PURPOSE OF THE POST:

Trust Links grows communities and transforms lives. Through our seven Growing Together community gardens across Essex, Healthy Mind Hub, Recovery College, Trust Links Counselling (TLC), children and youth projects, environmental workshops, ReRooted Shop & Hub and community engagement activities, we work with more than 5,000 people each year. We work in a person-centred, grassroots and recovery-focused way, helping to save lives every day and move people on to better lives, with the support of their peers and the wider community.

Volunteers are active across all Trust Links projects and services including Growing Together, Recovery College and Healthy Mind Hub, therapeutic services, our children and youth projects, ReRooted and environmental projects. Volunteers are essential to the effective running of our community events and support our fundraising and communications activities. We are governed by volunteer Trustees. Many peer members progress to become peer volunteers, supporting others with their lived experience through our services. We are also supported by corporate volunteers for one-off opportunities and on an ongoing basis.

The postholder will lead the development, co-ordination and continuous improvement of volunteering experience across Trust Links, ensuring a consistent, high-quality approach that maximises impact for volunteers and the communities we serve.

At Trust Links we are keen to increase the number and diversity of our volunteers, improve the retention and progression of volunteers including peer volunteers, and enhance the volunteer experience and their valuable contribution to service delivery and outcomes. The Volunteer Lead will lead the development and implementation of an effective Volunteer Strategy. They will lead on the recruitment, volunteer experience, quality assurance and work with managers and project leads to ensure there is effective supervision, support and co-ordination of all volunteers across Trust Links.

MAIN DUTIES AND RESPONSIBILITIES OF THE POST:

Recruit, support and supervise volunteers across Trust Links

- Proactively recruit volunteers to meet the needs of Trust Links projects and services, ensuring appropriate checks are in place
- Ensure volunteers are appropriately screened with interview, references and DBS checks
- Work with partners, community groups and businesses to source and advertise appropriate volunteers for Trust Links projects and activities
- Provide induction and training for volunteers, working with other Trust Links staff and external partners as appropriate
- Ensure Trust Links volunteers have access to appropriate supervision and support, liaising with other Trust Links staff as appropriate to ensure issues are addressed
- Ensure volunteers are communicated with about opportunities in a timely manner
- Ensure volunteers receive appropriate recognition for their contribution to the work of Trust Links
- Working alongside Team Managers to oversee and regularly review the use of and support for volunteers across all Trust Links projects
- Network across the whole Trust Links area to encourage and engage volunteers
- Work with local companies to support Corporate Volunteers to make a meaningful contribution to the work of Trust Links projects

Management and Strategy

- Develop and implement a Volunteer Strategy and associated policies and procedures, ensuring Trust Links effectively utilises volunteers to achieve our vision and mission and maximise their contribution to service outcomes, and has consistent, safe and high quality systems for recruiting, inducting, support, recognising and retaining volunteers
- Working closely with senior managers, team managers and project leads, identify volunteer opportunities across Trust Links, support the development of clear volunteer roles, co-ordinate recruitment and onboarding processes, and ensure volunteers have a positive and meaningful experience
- Oversee volunteering standards, data, volunteer experience and progression pathways, including peer volunteers, while supporting team managers to supervise and involve volunteers effectively within their own service areas
- Set and monitor organisational standards for volunteer involvement
- Manage delegated staff ensuring they are set objectives and engage with regular one to one supervision, managing performance and supporting staff development
- Keep appropriate statistics and analysis as required by the funders for relevant allocated projects
- Provide guidance and support for the team

Other

- Support the delivery of community events including the recruitment and co-ordination of volunteers on the day (often held evenings and weekends)
- Devise, plan and deliver training courses and workshops within areas of knowledge
- Work closely within a multi disciplinary team; attending meetings, giving feedback and communicating with other Trust Links staff
- Work with other health and social care professionals external to Trust Links as required
- Lead the development and delivery of funded programmes
- Promote the service to external organisations and community groups
- Ensure Safeguarding and Health and Safety requirements are met in line with Trust Links Safeguarding and Health and Safety Policies and escalate concerns about the well-being of service users to the appropriate agency
- Ensure all policies are adhered to, including Data Protection Policy
- Ensure that services offered are accessible to all service users of the local community, promoting an inclusive approach
- Participate in regular supervision and take responsibility for continuing professional development, participating in training and development activities as appropriate
- Undertake any other appropriate duties that may be required which are commensurate with the grade of the post

PERSON SPECIFICATION:

Essential

- Experience of volunteer management, recruitment and support
- Excellent communication and people skills
- Ability to work independently and take ownership of service area
- Ability to build networks, maintain partnerships and promote our services
- Good computer skills e.g. word processing, databases, email and Internet
- Ability to use data to monitor and improve services
- Ability to prioritise, work under pressure and organise time to meet project targets
- Experience of multi-disciplinary and multi-agency working
- Ability to bring about change
- Willingness to undertake DBS check
- Commitment to self-development
- Willingness and commitment to undertake further training and development
- Experience of volunteering in a charity or community group

Desirable

- Experience of co-ordination across multiple teams and sites
- Experience of working in a health or social care setting
- Experience supporting staff or managers to work effectively with volunteers

Personal qualities

- Commitment
- Tact
- Responsiveness
- Realism
- Honesty
- Enthusiasm

- Empathy
- Team Player