



Job Title: Volunteer Support Officer

Reporting to: Volunteer Coordinator

Location: Based in Uttlesford with occasional travel across the district and to Harlow

Hours: 12 Hours

Pay: £12.21 per hour

The organisation:

Mind in West Essex is a local, independent mental health charity. We affiliate to Mind (the National Association for Mental Health) a charity with which we share common values and principles. Our vision is for West Essex to be a place where people talk openly and positively about mental health, and where everyone gets the support and respect needed to live well. Mind in West Essex welcomes applications from people with their own personal experience of mental ill health.

About the Role:

Volunteers play a vital role in our organisation, bringing additional resource and more importantly they bring an added dimension to the organisation in that they choose to be involved for reasons other than financial gain. Because of this volunteers, are an extremely valuable asset and it is important to us that they are well looked after and supported so that their experience of volunteering is a positive one.

As the Volunteer Support Officer, you will take a leading role in growing our befriending program. This position will be responsible for recruiting new volunteers, providing them with training, and matching them with individuals in need of support. You will be the key point of contact for both volunteers and service users, ensuring that every match is carefully considered and nurtured to create lasting and positive relationships. You will also be responsible for providing ongoing support to volunteers and monitoring the impact of these relationships on service users.

Roles and Responsibilities

Recruitment & On-boarding:

- Develop and implement strategies to recruit a diverse group of befriending volunteers.
- Review volunteer applications and contact volunteers to ensure suitability.

- Provide comprehensive onboarding, including volunteer training, confidentiality, safeguarding, and the program's goals.
- Oversee ongoing data entry of volunteer information onto Lamplight and uploading relevant documents as required.

Matching Volunteers to Service Users:

- Ensure initial contact is made once a request for befriender is received
- Assess the needs of service users and match them with appropriate volunteers based on compatibility, shared interests, location and availability.
- Ensure that matches are meaningful and have the potential to create positive, long-term relationships.
- Signpost onwards or make appropriate referrals where it is identified that a service user needs additional or alternative support.

Ongoing Volunteer Support:

- Act as a point of contact for volunteers, providing guidance and support throughout their involvement in the program.
- Regularly check in and monitor ongoing befriending relationships to ensure it is positive and supportive, within appropriate and clear boundaries and any issues are dealt with appropriately.
- Organize and facilitate regular training sessions and feedback loops for volunteers.

Program Monitoring & Reporting:

- Track volunteer hours and match progress, ensuring that relationships are nurtured and maintained.
- Collect feedback from both volunteers and service users to assess the success and impact of the program.
- Provide reports and updates to the Volunteer Coordinator on the program's progress.

Community Engagement:

- Promote the befriending program through social media, community events, and local partnerships to encourage more people to get involved.
- Foster a supportive and engaging volunteer community by organizing social events and recognition activities.

Maintain appropriate confidentiality for all persons using any Mind in West Essex Service at all times.

This role will be based in Uttlesford but occasional travel across West Essex will be required.

PERSON SPECIFICATION

Volunteer Support Officer	Essential Criteria	Desirable Criteria
Knowledge		
<ul style="list-style-type: none"> An awareness of the important role that volunteers play in the community sector 	*	
<ul style="list-style-type: none"> Empathy with and understanding of the needs of vulnerable people 	*	
• Experience		
<ul style="list-style-type: none"> Experience of working with volunteers or people within the community 		*
• Skills and Abilities		
<ul style="list-style-type: none"> Good IT skills e.g. Microsoft Word/Excel, Google docs with the willingness to undertake training to use other systems 	*	
<ul style="list-style-type: none"> Good interpersonal skills with a supportive & empathetic telephone manner 	*	
<ul style="list-style-type: none"> Self-motivated with the ability to organise and manage own workload 	*	
<ul style="list-style-type: none"> Ability to assess and understand the needs of both volunteers and service users. 	*	
<ul style="list-style-type: none"> Empathy, patience, and a genuine commitment to creating positive, impactful relationships. 	*	
<ul style="list-style-type: none"> Problem-solving skills to address any challenges that arise in the volunteer-service user relationship. 	*	
<ul style="list-style-type: none"> Ability to record information accurately 	*	

<ul style="list-style-type: none"> • A genuine commitment to the values of Mind in West Essex 	*	
<ul style="list-style-type: none"> • Ability to work as part of a team and to work on your own initiative. 	*	

This Job Description will be subject to review in light of changing circumstances and is not intended to be rigid or exhaustive but should be regarded as providing guidelines within which an individual operates