**WOMANKIND, BRISTOL WOMEN’S THERAPY CENTRE**

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| **JOB DESCRIPTION** |
| **Job Title:** Volunteer Service Co-ordinator (Instant Messaging/Helpline)  **Salary:** £23,698 pro-rata  **Contract:** 1 year (renewable subject to funding) **Hours:** 21x hours per week (Full time = 35hrs) The post holder will work on Mondays evenings (7.30 pm-10.30 pm) & Tuesdays (9.30 am-4.30 pm), Thursdays (9.30 am -3.30pm) and Fridays (9.30 am – 2.30 pm)  **Annual Leave:**  32 days pro-rata including statutory & bank holidays  **Location:** Central Bristol  **Pension**: Pension scheme (employer’s contribution up to 5%). |
| **Accountable to:** Womankind CEO and Management Committee |

#### **Principal Purpose and General Description of the Post**

The Volunteer Service Co-ordinator will be part of Womankind’s staff team based in central Bristol. She will be highly organised and responsible for setting up a brand new instant messaging service. She will oversee the co-ordination, delivery and development of Womankind’s Instant Messaging service for women with mental health problems.

The post holder will have responsibility for supervising Instant Messaging and Helpline volunteers within the organisation. She will work alongside the other Volunteer Service Co-ordinator who has responsibility for co-ordinating the helpline service.

**Key Duties and Responsibilities**

**Main duties**

To be responsible for setting up Womankind’s Instant Messaging service.

To be responsible for overseeing the smooth running of day to day operations for Womankind’s Instant Messaging and Helpline service.

To maintain a strong knowledge and awareness of developments and trends in issues relating to the sector and women’s mental health needs.

To assist the Volunteer Co-ordinators in reviewing and updating Womankind’s volunteer guidelines, policies and procedures on a regular basis.

To line manage and provide post shift debriefs and monthly supervision for Instant Messaging and Helpline volunteers alongside the other Volunteer Service Co-ordinator.

To provide regular appraisals for Instant Messaging and Helpline volunteers. This includes identifying training needs and devising strategies to meet those needs.

To oversee and jointly undertake with the other Volunteer Service Co-ordinator the monitoring and evaluation of the instant messaging and helpline service and to attend relevant monitoring meetings with funders as agreed by the CEO.

To oversee the on-going publicity of the service to potential users and Health and Social Care professionals, including publicising services on social media and ordering and updating new publicity material.

To jointly organise and undertake with the other Volunteer Service Co-ordinators all administration pertaining to the instant messaging and helpline service, to include paying volunteer expenses and keeping clear, accessible up-to-date records and statistics.

To be jointly responsible with the Volunteer Service Co-ordinator for the recruitment, training, support and supervision of instant messaging and Helpline volunteers.

To prepare rotas to ensure that the Instant Messaging and Helpline service is staffed at all times and to organise the workload of volunteers.

To provide Instant Messaging and Helpline cover where necessary. This will include responding to callers when volunteers are absent and covering the work of the other Volunteer Service Co-ordinator during holiday/sickness periods.

To oversee the maintenance of IT equipment, including ordering new equipment for the service.

To keep volunteers updated with information regarding Womankind’s services and other relevant services.

To ensure that all volunteers are familiar with, follow and understand Womankind’s guidelines, policies and procedures.

To assist the Fundraiser in developing fundraising applications where required and service development.

**Volunteer Training**

To develop and deliver the instant messaging and helpline training with the Volunteer Service Co-ordinator for the Helpline.

To provide and develop training programmes, presentations, interviews and talks outside Womankind when required.

**Meetings/other**

To attend bi-weekly staff meetings and other in-house meetings as required, including the Annual General Meeting.

To liaise with other staff to ensure an integrated service.

To attend and represent Womankind at meetings, including various mental health, health & social care networks, Helpline’s Partnership and the Volunteer Organiser’s Forum.

To attend and participate in regular supervision meetings with the CEO.

At all times adhere to relevant legislation, good practice, policies and procedures, including Health and Safety, Confidentiality, Safeguarding and Equalities and Diversity.

To provide the Management Committee with a worker’s report and to attend Management Committee meetings on a rotational basis with other staff.

To carry out any other duties necessary for the smooth running of the service.

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**Volunteer Service Co-ordinator**

**PERSON SPECIFICATION**

**Essential:**

* An understanding of feminist issues and a commitment to the empowerment of women
* Experience of working within one or more of the following areas: mental health, counselling and psychotherapy, young people, health and social care
* A knowledge and understanding of women’s mental health issues including, complex needs and issues relating to domestic and sexual abuse and its impact on women
* Knowledge and experience of using IT and social media
* An understanding of and commitment to service user involvement and the recovery model
* A knowledge and understanding of mental health services in both voluntary and statutory sectors
* A working  knowledge and understanding of current legislation on safeguarding, equality and diversity, health and safety as applied to the provision and delivery of services
* Ability to work on own initiative without day to day supervision and to have excellent organisational, administration and time management skills
* Ability to effectively coordinate volunteers including recruitment, retention, support, supervision, training and development
* Ability to liaise and work effectively with others internally and externally to meet the needs of service users
* Experience of providing both 1:1 and group supervision
* Counselling/listening skills
* Ability to maintain information systems and keep accurate records
* Report writing and presentational skills
* Ability to monitor and evaluate work
* Effective communication skills, both verbal, written and interpersonal
* Self-motivation, flexibility and versatility and be confident about exercising your own judgment in situations.
* Ability to prioritise and meet targets and deadlines
* A flexible approach to working hours and a willingness to work evenings and weekends where required (for volunteer training, supervision and helpline cover)

**Desirable:**

* A qualification/background in counselling or psychotherapy and/or previous experience of working on an instant messaging service or mental health telephone helpline
* Experience of working within the voluntary sector or a women’s organisation
* Experience of developing services