**Volunteer Support Worker - 35 hours per week**

Salary £29,150

Based in Motherwell North Lanarkshire

This is a two year post from 2021 to 2023 funded by the National lottery

FAMS (Families Affected by Murder and Suicide) (FAMS) are seeking to appoint a Volunteer Support Worker. Working closely with the FAMS trustees the successful applicants will have experience of managing volunteers remotely and face to face.

To succeed in the role you must have a passion for working with volunteers, be dedicated and proactive in delivering creative services and sessions and be willing to help build effective and meaningful relationships with volunteers.

The core objective of this post is to ensure the mental health and wellbeing of FAMS volunteers as well as understanding the complex needs of our client group.

Duties will include:

* Develop FAMS chat listening ear service help line for client group that meets the increased demands due to COVID 19 and beyond.
* Recruit and train new and existing volunteers.
* Support, train and supervision of volunteers with particular regard to working remotely and in isolation.
* Ensure volunteer rotas for help line are drawn up and maintained.
* Ensure all volunteers are supported during and after each of their sessions working on Fams.Chat
* Ensure compliance of GDPR.
* Have strong IT Skills.
* Evaluate the service in line with funders needs
* Safeguarding.
* Strong communication skills.
* Maintaining professional boundaries.

The Volunteer Support Worker will achieve this through:

* The delivery of high quality services complying with required local and national standards to meet outcomes and aspirations.
* Ensuring risks are assessed and multi-agency plans in place for all volunteers as set out in national and local policies, procedures and standards.
* Building effective, sustained and creative relationships with the service and key partners.
* Ensuring compliance of all FAMS policies and procedures and keeping up to date with changes to legislations and policies relating to volunteering.
* **Skills and Experience**

Have knowledge of working with volunteers and an understanding of the third sector.

Track record of leading, managing and co-ordinating projects to improve outcomes for the project within budgets and on time.

Excellent interpersonal skills with the ability to communicate diplomatically and persuasively with a wide range of people working remotely and face to face.

Design and execute programs and ensure inclusion of all volunteers.

Provide an interface between community partners and the project.

Organise and conduct training programs for volunteers.

Ensure achievement of all objectives within timeframe.

The capacity to inspire and motivate others.

The ability to deal with information in a confidential manner and respond with sensitivity.

Finally the Volunteer Support Worker you will have knowledge of carrying out appropriate risk assessments and resolving issues as they arise and where necessary reporting concerns relating to safeguarding in a timely manner.

Closing date 16th November 2021

Please email CV and covering letter to

Charles Mullen

[info@fams.com](mailto:info@fams.com)