**Role Profile and Application Pack**

Role: Participation and Volunteering Coordinator

Full time (35 hours/week)

Fixed-term contract of 2 years, possibility of renewal

Salary: £24,000 per annum

Location: Campbell House, Gartnavel Royal Hospital,

1055 Great Western Rd, Glasgow G12 0XH

With some remote working possible

**Role Purpose**

To support the recruitment, engagement and progression of the participants who take part in our activities and also volunteers involved in our work.

**About Common Wheel**

Common Wheel is an established mental health charity, first registered in 2001. We work with small groups of people and engage them in meaningful activities that help them live the best possible life despite mental health challenges. There are four major strands to our work: bicycle building and maintenance, music, art, and indoor climbing.

We aim to reduce isolation, develop new skills, improve mental wellbeing, and challenge stigma. Our values are: care, equality, positivity and partnership.

Mental illness and the associated stigma may lead to loss of employment, poverty, and withdrawal from society. Conversely, unemployment and poverty are likely to exacerbate mental illness. Common Wheel exists to break this cycle.

**Background to this new role**

This is a new key post in our small team (currently 5 employees). It will enable us to make optimum use of existing staff skills while also adding value to the experience of the people we work with.

We want everyone who engages with Common Wheel to have a positive and meaningful experience. This includes staff, volunteers and people who participate in our activities. This role recognises that the recruitment, engagement and progression of both volunteers and participants involves taking a person-centred approach, taking time to understand what matters to each individual, coordinating information, identifying, and removing barriers, supporting engagement, and proactively seeking opportunities for progression.

The post will increase our capacity to deliver across all our programmes by:

* increasing the focus on the experience and development of our participants
* freeing our project staff to deliver more activities while still providing the care that is a hallmark of the Common Wheel approach
* increasing the number and range of volunteering opportunities within the charity.

**Main duties**

To support participants across our activities

* To be the first point of contact for enquiries and referrals to our activities
* To disseminate information regarding start dates, times and locations of activities
* To manage waiting lists and keep referrers informed
* To assist project staff in the administration and processing of referrals
* To work closely with referrers and colleagues to identify support needs and goals for participants
* To develop relationships with and knowledge of organisations and agencies relevant to the needs and interests of our participants
* To signpost participants to other community services
* To identify and support participants wishing to progress to a volunteer role
* To keep up to date contact information and records in line with Common Wheel data protection policies
* To work with colleagues to maintain participant records on Upshot (digital participant and evaluation database)
* To assist the Project Manager to promote our work

To support volunteers

* To develop our volunteer programme in line with our volunteer strategy
* To identify relevant resources and training for the organisation
* Work closely with colleagues to identify suitable volunteer opportunities
* To coordinate volunteer enquiries and applications, including from participants who wish to progress into volunteering roles
* To match potential volunteers to suitable roles
* To co-ordinate and deliver volunteer induction training
* Record volunteer hours and achievements
* Meet regularly with volunteers to provide support and supervision and to signpost to progression opportunities
* To work with umbrella volunteer support agencies e.g. Volunteer Glasgow and Volunteer Scotland
* Prepare reports as required
* Promote volunteer recognition and good practice
* Evaluate the impact of our volunteering strategy

**Person Specification**

Knowledge and experience

Essential

* Experience of working directly with service users/participants, taking a person-centred approach
* Experience of forming working relationships with other organisations
* An understanding of the benefits of volunteering and insight into the principles of successful volunteer management
* Understanding of the need for confidentiality, data protection and accurate record-keeping

Desirable

* Track record of managing or coordinating projects, with accountability for targets and outcomes
* Volunteer management experience, including recruitment, support, retention and safeguarding
* Experience of promoting services, delivering information sessions, creating promotional materials
* Experience of – or insight into – services supporting people with mental health needs or promoting wellbeing
* A demonstrable interest in enabling social participation and tackling exclusion

Skills and attributes

* A commitment to Common Wheel’s values
* Excellent communication skills and the ability to work with people from different walks of life, including underrepresented groups
* A good level of IT proficiency
* Ability to communicate with tact and diplomacy on difficult, complex and sensitive issues
* Good listening skills and ability to demonstrate an empathic response to distress
* Resilient, self-motivated and able to work under pressure
* A strong passion for creating positive influence in people’s lives
* Enthusiasm and a willingness to take on new challenges
* Confidence to develop new processes and ways of working
* Familiar with and able to use social media
* A proactive approach to problem solving
* Ability to work in a small team and on own initiative
* Well organised, able to work under pressure and prioritise own workload

**Other information**

This post will report to Common Wheel’s Project Manager.

The role is subject to a PVG check.

Annual leave entitlement is 30 days.

An employer’s pension contribution will be paid.

References required

**How to apply**

For more information or for any questions about the role, please contact Alison Sommerville, Project Manager on 0141 211 0688 or contact [job.app@commonwheel.org.uk](mailto:job.app@commonwheel.org.uk)

Applications should be by CV and covering letter sent by email to [job.app@commonwheel.org.uk](mailto:job.app@commonwheel.org.uk)

**To arrive by midday on 7 January 2022**

Interviews are expected to be held in person at our premises on 12 January 2022.