

## **JOB DESCRIPTION**

**Job Title:** Volunteer Co-ordinator  
17 hrs per week

**Location:** 14 Bank Street, Alloa, FK10 1HP

**Salary:** £22,285 - £24,452 (pro rata)

**Reporting to:** Corporate Services Manager

**Supervisor**  
**Responsibilities:** Management of Volunteers

### **Overall Purpose of the Organisation:**

Wellbeing Scotland is a community based organisation working with impact on Wellbeing from life circumstances comprising a range of specialist services under the Wellbeing Scotland umbrella.

Services include:

**Trauma services working with survivors of childhood abuse**

**Wellbeing matters working with all aspects of wellbeing**

**Stronger Together working with sexual exploitation and abuse in young people**

**Children and Families**

**The In Care Survivors Service Scotland was developed to highlight and address the long term effects, as well as current and future needs of those survivors subjected to neglect, physical, emotional and sexual abuse whilst in care**

**Training**

**All services involve:**

- Individual/groupwork
- Training, support and supervision of volunteers
- Resource bank of information
- Raising awareness and campaigning
- Involvement in issue based work which tackles discrimination and disadvantage at local, national and international levels
- Contributing to research and legislative changes and developments
- Advocacy and sign posting to other services

**Services are also offered to workers in statutory, voluntary and community settings.**

**Services comprise:**

- Training/consultation for statutory, voluntary and community agencies
- Resource bank of information
- Opportunities for partnership/joint working

**Job Purpose:** To provide recruitment, training, and ongoing support for volunteers within Wellbeing Scotland

### **Main Duties and Responsibilities**

- To recruit, train, support and line manage volunteers.

- To support new volunteer trainee counsellors joining Wellbeing Scotland including carrying out safeguarding checks, ensuring PVG in place, checking references, completing paperwork, induction, arranging training and arranging group supervision.
- To manage support for volunteers utilising tools such as video conferencing, internet, mobile contact as well as face-to-face.
- To develop the volunteer befriending service by training new volunteers and ensuring all checks are complete.
- To work with the Practice Supervision Manager on supervision of volunteer counsellors and befrienders.
- To recruit volunteers with a range of experience and identify accessible volunteering opportunities per volunteer to ensure they optimise their personal potential and that opportunities are responsive to the needs of the service.
- To send out application packs and information.
- To create volunteer job descriptions for available positions and ensure that positions are allocated to volunteers according to their ability to undertake the tasks.
- To identify, develop, deliver online training to support volunteers and develop their volunteering capacity.
- To arrange and facilitate full inductions for volunteers.
- To monitor and review our volunteer training programme to ensure that training provided meets the needs of the participants.
- To maintain the database of volunteers ensuring it is up to date.
- To liaise with the Corporate Services manager to ensure volunteers have phones and email addresses.
- Inform the CSM if email addresses are no longer required and arrange return to equipment.
- To organise regular volunteer team meetings and peer support.
- To provide online training to those who have not attended Wellbeing Scotland training programme by sending resources and providing follow up.
- To carry out meetings with volunteers to monitor and evaluate their contribution to services; identify individual training needs and provide feedback on performance.
- To organise events and activities for volunteers, in conjunction with other staff, to acknowledge their contribution to service delivery and encourage teambuilding and networking within the organization. This will currently be online through Zoom.
- To keep abreast of the political agenda and how this impacts upon volunteering. To disseminate information to volunteers, encouraging and enabling individuals to be involved in and respond to consultations.
- To keep abreast of the issues for survivors of abuse and people with mental health issues.
- Provide support to charity shop volunteers.
- To maintain and monitor records, statistics and evaluation systems and to follow administrative procedures.
- To provide regular monitoring reports requested by funders in collaboration with the Corporate Services Manager.
- Keep a record of volunteer hours and availability.
- Inform the team of new volunteers ready to start.
- Keep a record of fitness to practice.
- To network and liaise with CTSI, CVS and SVE and, and attend online forums relating to volunteering.
- To ensure quality service delivery.
- Other activities as determined by the exigencies of the service.

### Qualifications/Skills

In following skills would be essential:

- Experience of managing volunteers
- A good knowledge of the issues for people who have mental health issues and those who have faced adverse life circumstances.

- Strong administration skills
- Excellent communication skills
- Database experience
- Experience of working with child protection and vulnerable adult policy and procedures
- Evidence of an ability to maintain an accessible service responsive to needs
- An understanding of local and national political contexts and how this impacts upon voluntary and community groups and organisations
- Knowledge or experience of counselling, befriending and advocacy
- Experience of setting up effective evaluation systems
- Proven skills and experience in skills development
- An ability to work as part of a team
- An ability and commitment to developing and delivering training to individuals and groups
- Experience of using online platforms or willingness to learn

Desirable:

- A relevant qualification in community development, social care, counselling, education or equivalent

#### Special Features of the Post

This post may require some evening or weekend work.

This post will involve online working or telephone where necessary

This post is subject to a 6 month probation period

This post is funded by the Lottery Fund, it initially offered on a fixed-term basis and will terminate on 30<sup>th</sup> June 2023. We will seek additional funding to support this post.