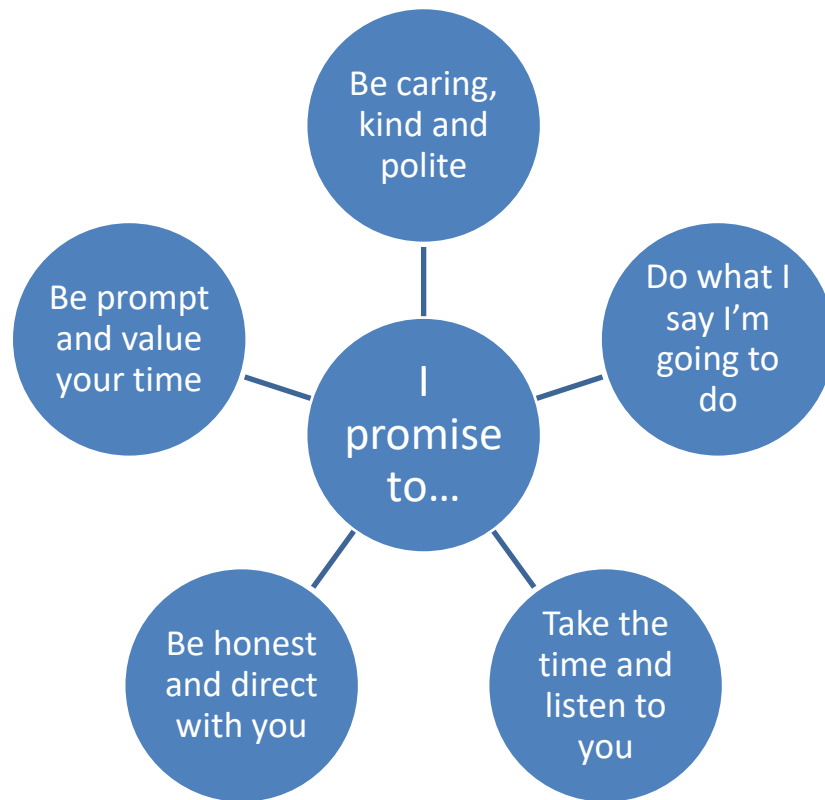

Job Title:	Young Persons Volunteering Coordinator (Two Year Fixed Term Contract)
Band:	Band 5
Hours:	37.5 hours (Tuesday to Saturday)
Department:	Volunteer Service
Location:	Trust Wide
Reports to:	Volunteer Services Manager
Responsible for:	To develop and deliver a Young Persons Volunteer Programme

Job Purpose: The post holder will be responsible for the development and delivery of the NHS Foundation Trust young volunteers programme as part of the #iwill campaign, generously supported by the funders. This new role will ensure that young volunteers are recruited, trained, inducted, supported and valued so they are empowered to get involved and support service Users in a variety of activities at the Bethlem Royal Hospital and within Community Services. The post holder will work closely with the Volunteer Services Manager and Staff at services where young volunteers will be placed.

The post holder will design our young volunteers' programme which will provide volunteering opportunities for volunteers aged 16 – 25 within Services to include a concentrated option on Saturdays and during academic holidays and a longer term proposition for a weekday commitment. The programme will have a structured learning, development and support component to encourage volunteers to reflect and learn from their experience. There will be a need to reach out to the local community, schools, colleges and Children and Adolescent Mental Health Services (CAMHS) to recruit volunteers.

Our Commitments:



About the Service:

Since the service was formally established in 2013, we have welcomed approximately 1500 volunteers in a wide variety of roles across the Trust. In the last 12 months we have had 400 new volunteers. Their input has encompassed direct involvement with people who use our services, as well as administrative and other support roles.

We currently provide volunteering opportunities for people aged 18 and above.

Key Responsibilities:

1. To design and develop a volunteer programme for young people aged 16 – 25 with support from the Volunteer Services Manager.

- To work with the Volunteer Services Manager and staff to identify activities within the services where young volunteers can contribute and share skills gaining valuable experience. To encourage intergenerational activities and work closely with the Mental Health of Older Adults and Dementia Clinical Academic Group (MHOAD).
 - Design a programme which enables young volunteers to contribute to services which will include Saturdays and holiday periods to ensure we can accommodate young volunteers who are in full time education.
 - To design structured learning and development components to ensure young volunteers are aware of the importance of boundaries in a mental health setting.
 - Develop resources to support the volunteers and staff including the creation of role descriptions and support and supervision guidelines.
 - To work closely with the volunteer manager and volunteer coordinators' across the Trust to share good practise and support with the governance and administration of the of the Volunteer Service.
 - To develop quality standards and guidance for staff included in the programme to support young volunteers.
2. Recruit, engage and support 80 young volunteers over the two year funding period to have meaningful placements.
- Plan and run advertising campaigns to appeal to a diverse range of young people to encourage them to apply and join the programme.
 - Manage with the support of the volunteer services manager the recruitment and selection of the young volunteers and offering feedback to unsuccessful applicants.
 - Run the recruitment events and activities in the local community to promote the Programme.
 - Hold information sessions for prospective volunteers during holiday periods and Saturdays.
3. Deliver the young volunteers programme
- Be the main point of contact and support for young volunteers and relevant staff.
 - Deliver regular co-produced induction training sessions for new volunteers.
 - Plan and run training and other learning opportunities for young volunteers to support them in their roles.
 - Liaise with the Recovery College and opportunities for young volunteers accessing courses.

- **Work with the Volunteer Services Manager and Administration Volunteer to record and monitor volunteer attendance.**
- **Run bimonthly support group meetings for volunteers and a six monthly celebration event.**
- **Be responsible for the ongoing management of the volunteer policies for the young volunteer programme including resolution of any issues that arise and seek support as appropriate.**
- **Escalate any issues in relation to volunteers that pose a reputational, health and safety or safeguarding risk to the Volunteer Services Manager.**
- **Create a positive and encouraging environment for our volunteers.**

4. General Duties and Building Relationships

- **Create effective relationships with local schools, colleges and universities, community groups, youth organisation's and CAMHS.**
- **Represent the interests of and provide inspirational leadership for the young volunteers and play a part in supporting the patient experience across the Trust.**
- **Provide advice and support to staff supporting young volunteers.**
- **Maintain accurate records and adhere to the Trust Data Protection obligations.**
- **To take part in the Volunteer Service and Charity meetings.**
- **Participate in regular supervision, yearly appraisals, objective setting and monitoring.**
- **Maintain an up to date knowledge and awareness of best practise and current issues in the voluntary sector specifically within the context of the HNS and mental healthcare provision.**
- **Work closely with the Volunteer Services Manager to manage and maintain an effective service.**

Personal Specification:

Essential Requirements	A/I	Desirable Requirements	A/I
Educated to a degree level or similar qualification.	A	Volunteer Management Qualification	A
Skills and Knowledge		Knowledge of mental health services.	
A working knowledge of good practise in volunteering and the ability to develop policies and procedures.	A/I	Knowledge of co-production in learning.	A/I
Commitment to collaborative team work and inclusive working ensuring equality and valuing diversity.	A/I		
Strong ability to use technology in all aspects of work including designing resources with a high proficiency in Microsoft Office Programmes.	A/I		
Ability to plan, implement and deliver training, combined with understanding of young adult learning techniques and theories including the creation of supporting resources.	A/I		
Coaching, mentoring and facilitation skills especially in relation to young people.	A/I		
Ability to build collaborative working relationships with staff at all levels.	A/I		
Ability to negotiate successfully, resolve differences and give and receive feedback sensitively.	A/I		
Experience			
	A/I	Successfully meeting project targets.	A

<p>Experience of working with or running activities for young people (16 – 25)</p> <p>Experience of developing, designing and delivering training workshops and presentations.</p> <p>Experience of working with and managing volunteers</p>	<p>A/I</p> <p>A/I</p>	<p>Experience of measuring and evaluating impact.</p> <p>Experience of working within mental health services.</p>	<p>A</p> <p>A</p>
<p>Personal Qualities and Behaviours</p> <p>Good networking, social and interpersonal skills and proven ability to develop relationships at all levels.</p> <p>Naturally enterprising with the ability to seize opportunities and think creatively.</p> <p>High standards of personal conduct, honesty and integrity to engage and inspire trust and confidence in multiple stakeholders.</p>	<p>A/I</p> <p>A/I</p>		
<p>Other Requirements</p> <p>Ability to work flexibly and must be able to commit to working on Saturdays.</p> <p>Passionate about the benefits of volunteering to both volunteers and organisations.</p> <p>Ability to travel across the Trust.</p>	<p>A</p> <p>A/I</p> <p>A</p>		

Trust Policy and Procedures:**Confidentiality:**

Confidentiality/data protection regarding all personal information and Trust activity must be maintained at all times (both in and out of working hours) in accordance with professional codes of conduct and relevant legislation such as the Data Protection Act. The post holder should ensure that they are familiar with and adhere to all Trust Information governance policies and procedures. Any breach of confidentiality will be taken seriously and appropriate disciplinary action may be taken.

Equal Opportunities:

Promote the concepts of equality of opportunity and managing diversity Trust wide.

Health and Safety:

Employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act 1974, paying due regard to health and safety in the workplace and management of risk to maintain a safe working environment for service users, visitors and employees.

Infection Prevention and Control:

Employees must be aware of their responsibilities to protect service users, visitors and employees against the risks of acquiring health care associated infections, in accordance with Trust policy.

Professional standards and performance review:

Maintain consistently high professional standards and act in accordance with the relevant professional code of conduct. Employees are expected to participate in the performance review process.

Service/Department standards:

Support the development of performance standards within the Service/Department to ensure the service is responsive to and meeting the needs of its customers.

Finance:

All Trust staff will comply with the financial processes and procedures.

Safeguarding Children & Vulnerable Adults:

Employees must be aware of the responsibilities placed on them under the Children Act 1989, 2004 and the trusts safe guarding vulnerable adults policy.

Code of Conduct:

The post holder is required to adhere to the standards of conduct expected of all NHS managers set out in the Code of Conduct for NHS managers.

This job description will be subject to regular review and adjustment.

SUMMARY:

This job description is an outline of the key tasks and responsibilities of the post and the post holder may be required to undertake additional duties appropriate to the pay band. The post may change over time to reflect the developing needs of the Trust and its services, as well as the personal development of the post holder.