

Job Description

Job Title: Volunteer Engagement Co-ordinator

Hours: 8hrs per week

Salary: £24,800 pro rata per annum

Service: Cherish Project - Perinatal Support Service

Contract: Fixed Term (Currently Funded until the 31st March 2024)

Reports to: Service Manager

NUTURE THE BORDERS is an award-winning charity based in the Scottish Borders. We provide a comprehensive range of support services for women and their families during pregnancy and the first two years with baby. We specialise in maternal mental health and wellbeing.

Summary of Job:

To co-ordinate and lead on the volunteer support element of our perinatal mental health peer support service (The Cherish Project). This includes engaging with local communities, service users and stakeholders to ensure the safe recruitment, induction and training of an appropriately diverse, skilled and experienced volunteer workforce and the day to-day management of our volunteers, who will work with families to provide outcomes-focused, time limited support and other roles within the service.

Key tasks and responsibilities:

- To lead on the recruitment of a suitably diverse, skilled and experienced volunteer workforce, creating regular recruitment and induction pathways and opportunities
- To co-ordinate the delivery of our in-house training programme for volunteers that will include, but will not be limited to, promoting knowledge and skills to undertake a range of volunteering opportunities, which will support volunteers to understand safeguarding, health and safety, equality and diversity, and multi-agency working practices when working with perinatal women, infants and families
- To lead on all aspects of the day-to-day co-ordination and supervision of a team of volunteers and their activities, developing and inspiring them to develop outcomes-focused practice to meet the needs of women and families referred into the Cherish Project
- To mentor, appraise and celebrate volunteers through regular one to one and group meetings, monitoring safeguarding responsibilities and training, challenging practice and performance.
- To create opportunities for group and peer support, with a commitment to continuous development to enable a high-quality volunteering experience.

- To provide on-going liaison, where necessary, between volunteers, perinatal support officers and families to support holistic, integrated working practices
- To work with the Service Manager and other members of the team to embed the volunteer support offer into the service, working collaboratively across all elements of our service to enhance our offering.
- To work collaboratively with stakeholders and partner agencies to raise the profile of the service in the local area, in order to strengthen awareness of support available and contribute towards community resilience and capacity
- To develop new and innovative ways of working in order to ensure best practice and to meet the developing needs of the service
- To provide the Service Manager with regular, relevant monitoring information relating to the volunteer element of the service to support performance monitoring
- To have an understanding of, and comply with Nurture the Border's procedures for promoting and safeguarding the welfare of children and vulnerable adults
- To ensure the implementation of Nurture the Borders Equality & Diversity Policy in every aspect of work and positively promote the principles of this policy amongst colleagues, service users and other members of the community
- To comply with Nurture the Border's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare
- To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.
- To work flexibly within the Scottish Borders, where necessary, appropriate and feasible.

Person Specification

Essential

- Excellent interpersonal skills including customer care and communication skills with substantial experience of communicating effectively with a wide range of people using different media and in different situations.
- Experience of collaborative working and the ability to motivate others.
- Excellent oral and written communication skills.
- Able to demonstrate an organised, calm and compassionate approach.
- Ability to plan, prioritise and deliver to timescales, sometimes under pressure.
- Excellent listening skills and an empathic understanding
- Experience of mentoring other to achieve their personal goals and enhance wellbeing.
- Good basic IT skills, and prepared to learn new skills and to embrace and harness new technology.
- Ability to handle sensitively, and with compassion, the needs of our locally-based volunteers.
- Flexibility and a willingness to adapt to changing needs and environments.
- A proactive approach, including an ability to work on own initiative, as well as part of a team.

- Valid UK driving Licence and access to a vehicle for work

Desirable

- An individual with personal experience of the challenges of perinatal mental health would be preferred.
- A recognised professional qualification in volunteer/people management, social care, health, education or equivalent experience, and evidence of a commitment to continuing learning and professional development.
- Relevant experience and knowledge of working with, managing and motivating volunteers in the charitable sector.
- Experience of recruiting, training and supporting volunteers.
- Experience of positively embracing and adapting to change.
- Good problem solving skills, with a flexible and pragmatic approach to reaching appropriate solutions.