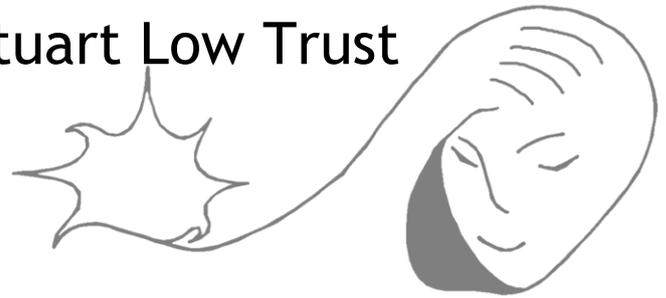




The Stuart Low Trust



bringing people together for better health and wellbeing

Volunteer Support Coordinator Job Description & Person Specification

Salary:	£33,024 FTE per annum pro rata (£14,153 actual annual pay)
Hours:	15 hours per week, worked flexibly (suggested 5 hours over 3 days)
Contract:	Fixed-term (18 months) with the intention to become permanent. Subject to six months' probation period
Leave:	25 days' holiday per annum, plus bank holidays (pro rata)
Benefits:	Flexible and hybrid working, Occupational Pension Scheme
Reports to:	Chief Executive

Role Purpose

The Volunteer Support Coordinator will lead the recruitment, induction, training and ongoing support of SLT's volunteer team. This role is essential in ensuring that volunteers are effectively on-boarded into the organisation, feel valued and are equipped to contribute meaningfully to SLT's service programmes. You will play a key role in building collaborative working relationships with other staff members to coordinate volunteer engagement, address challenges as they arise, and develop a shared culture of support, inclusion and respect for SLT volunteers.

Summary job outcomes

This post aims to increase and develop our volunteer workforce within an inclusive friendly culture to support our frontline service delivery. This includes volunteers with lived experience of mental health issues in accordance with our values.

Coordination with SLT Staff Team

You will work closely with other staff who engage with volunteers in a variety of ways to ensure a high-quality volunteer experience across the organisation:

- **The Programmes Manager**, who schedules the rota for volunteers supporting SLT's wide range of activities and will liaise with you to ensure appropriate volunteer placements.
- **The Sessional Team Leader and sessional staff team**, who lead or support the delivery of activities and supervise volunteers during sessions. You will support communication and feedback between volunteers and this team.

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MAYOR OF LONDON

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- **The Friday Evening Events Volunteer Supervisor**, who provides one-to-one supervision and support to the team of Friday Evening Event volunteers. You will ensure alignment of practice and consistent support approaches across volunteer roles.
- **The Marketing & Communications Officer**, who is responsible for our regular digital and printed publicity and attendance at some public events.
- **The Chief Executive**, who leads on designing staff and volunteer induction and training workshops and resources. You will have the opportunity to review and revise training resources.

Key Responsibilities

1) Volunteer Recruitment & On-boarding

- Identify in collaboration with the Programmes Manager and Sessional Team Leader where there are emerging gaps or new roles for volunteers to be recruited.
- Review existing volunteer role descriptions to ensure up-to-date and draft new role descriptions as needed.
- Develop and implement volunteer recruitment strategies, including advertising via online platforms and responding to enquiries.
- Coordinate with the Marketing & Communications Officer about opportunities to advertise volunteer roles.
- Manage the application process, conduct interviews and carry out necessary pre-engagement checks (eg DBS checks, references).
- Recommend to the Programmes Manager volunteers for specific volunteering roles, matched to their interest and capability.

2) Induction & Training

- Deliver volunteer induction sessions covering SLT's mission, volunteer roles, boundaries and support structures.
- Coordinate with the Programmes Manager for volunteers to be inducted on-site at activities with our frontline sessional staff.
- Coordinate and d mandatory training sessions, including Safeguarding Adults, Mental Health Awareness and Equality & Diversity.
- Through supervision of volunteers identify other volunteer training needs and encourage volunteers to attend relevant free local training opportunities.

3) Volunteer Support & Supervision

- Provide regular supervision to volunteers, including bi-monthly group sessions and one-to-one meetings for those unable to attend group sessions.
- Offer ad hoc support to volunteers, addressing any concerns and ensuring their wellbeing.
- Coordinate with the SLT team to offer adapted support structures to volunteers, where they have additional needs, including SLT's participants who are taking up volunteering opportunities.

- Address concerns raised about volunteer conduct and behaviour in coordination with the Programmes Manager, following SLT's policies and procedures including the Code of Conduct.
- Celebrate and appreciate volunteers' contributions by understanding what will be most engaging and accessible for volunteers through consultation.

4) Volunteering policies and good practice

- Work with the Chief Executive, Programmes Manager and Sessional Team Leader to review and develop volunteering policies.
- Liaise with the Sessional Team Leader about guidance to the sessional team about good practice in supervising volunteers at activities.

5) Evaluation & record-keeping

- Maintain up-to-date volunteer records using appropriate hard copy, digital filing systems and records on the Lamplight database.
- Monitor volunteer satisfaction through surveys and feedback mechanisms.
- Use evaluation data to inform improvements in volunteer management practices.
- Provide monitoring data for reporting as required.

6) General duties

- Ensure that you understand and adhere to policies and procedures in your daily work including Safeguarding Adults, Equality & Diversity, Confidentiality & Data Protection, Code of Conduct.
- Report any concerns raised by volunteers about participants to the Programmes Manager.
- Undertake any other responsibilities as reasonably required.

Person Specification

Using the Personal Specification, please clearly address each criteria providing evidence in your Supporting Statement.

(1) Knowledge

Knowledge of volunteer management good practice and the difference between HR policies for paid staff and volunteers.	Essential
Understanding the importance of safeguarding when working with service users who might be 'at risk'.	Essential
Understanding how to manage information in a confidential manner.	Essential

(2) Experience

Proven track record of working with volunteers, including recruitment, induction and non-line management supervision.	Essential
Experience of working within a support service for people who are socially isolated, experiencing mental health or mobility/health issues in a community/social care setting.	Essential
Experience designing and delivering training workshops.	Desirable

(3) Skills and abilities

Strong interpersonal skills to build rapport with people from a diverse range of cultural and personal backgrounds. Ability to collaborate effectively across teams.	Essential
Excellent communication skills, including presentation skills.	Essential
Good organisational and time management skills, with the ability to multi-task and plan your workload.	Essential
Able to use ICT effectively (including MS Office Outlook, Word, PowerPoint, Excel) and willingness to learn new tools and comply with data protection rules.	Essential
Proficiency in administrative tasks, including maintaining accurate records and producing clear written and oral reports.	Essential

(4) Conditions of work

Readiness to work from home, including having internet access for online meetings.	Essential
Willingness to work at our office in Islington.	Essential
Some evening work will be required to accommodate volunteer availability or meet with sessional staff.	Essential

(5) Personal Qualities

Passion and commitment for the work and values of SLT, particularly to promote wellbeing, equity and inclusion.	Assessed at interview only
Showing empathy with volunteers and an understanding of their needs to create a welcoming supportive culture.	
The ability to cope with limited resources, take initiative and think creatively to problem-solve.	