



Our Vision

Life is great for children and young people

Our Mission

Provide a range of support services for children and young people who have not had a fair deal in relation to housing, homelessness, mental health and participation

Our Ethos

We need each other to make life work

Our Values

We make our own choices

We take risks

We make mistakes and learn

We recognise our differences and challenge judgments

MACS WELLBEING SUPPORT SERVICE

JOB DETAILS

Job Title: Volunteer Co-ordinator

Funding: Funded by Big Lottery Fund

Conditions: Fixed term contract until 2021

Responsible to: Wellbeing Development Manager

Location: 303 Ormeau Road, Belfast, BT7 3GG

Hours of Employment: Full Time: 35 hours per week to include evenings and weekends.

Holidays: 30 days per annum

Salary: £24,799 per annum and pension at 4% of salary

It will be a requirement of this post to be registered with the Northern Ireland Social Care Council (NISCC).

JOB DESCRIPTION / PERSON SPECIFICATION

ROLE OVERVIEW

MACS Wellbeing Support Service provides mental health support and mentoring to children and young people aged 11-25. Wellbeing Service supports children and young people who experience low mood, suicidal ideation and self-harm to build resilience, increasing coping strategies and develop support networks. This is achieved through one to one mentoring support from volunteers and group work. Children and young people can access the service for up to a year.

Volunteer Coordinator will be responsible for the development of volunteering opportunities in the Wellbeing Service and across the organization. This will be in line with Investors in Volunteers, Mentoring and Befriending Foundation and CLEAR standards. Volunteer Coordinator will recruit, train and induct volunteers and support them to fulfil their role. Volunteers will receive individualized training plans, monthly supervision and bimonthly group support.

CORE DUTIES AND RESPONSIBILITIES

- To promote the Wellbeing Support Service to a wide range of potential volunteers
- To recruit and select appropriate volunteers
- Deliver volunteer preparation training and additional training to meet volunteer's needs
- To provide a thorough and individual induction for each volunteer who completes preparation training including a training needs analysis and training plan
- Ensure satisfactory Access NI checks and references are obtained for all volunteers before commencing their role
- Provide monthly supervision and bimonthly support nights for volunteers
- To develop purposeful and nurturing relationships with volunteers

- Adhere to Child Protection, Vulnerable Adult and Lone Worker policies to safeguard young people, staff and volunteers.
- To develop and provide volunteering opportunities for young people
- To develop Millenium Volunteers programme in partnership with Led by You service.
- To ensure that volunteer's ideas, thoughts and feedback are recorded, responded to and actioned. Feedback to line management or relevant subgroups where appropriate
- To provide 1 to 1 support to volunteers ensuring this is underpinned by MACS ethos and value base
- To work effectively and creatively with keeping safe/safe guarding, being mindful of MACS ethos and value base when responding to and working with risk
- To maintain clear written and verbal communication with volunteers
- To maintain an accurate and up to date record of support provided to volunteers
- To ensure quality standards are maintained and improved upon (Mentoring and Befriending Foundation, Investors in Volunteers, CLEAR) and MACS internal reviews
- To work to targets as identified in your Balanced Scorecard
- To complete the competency framework in conjunction with your line manager within the first 9 months of employment
- To meet with the Manager for monthly supervision and annual appraisal
- To engage in completion of annual training needs analysis and attend relevant training
- To develop new, innovative and alternative approaches to working with volunteers
- To identify sources of funding to meet the needs of volunteers, i.e. grants

- To attend team meetings, organisational meetings and service days
- To pro-actively engage in Service development and raising the profile of Service
- To pro-actively engage in organisational subgroups, activities and events for e.g. planning of Oscars, Org Day out, Health and Wellbeing Group and Culture Group
- To work in accordance with MACS policies and procedures
- Promote team cohesion and development through reflective practice (Gibbs Model), innovative thinking, transparent communication and solution focused approach
- Contribute to the organisational strategic direction through annual team objectives
- Undertake any other duties as required

PERSONAL REQUIREMENTS

- The ability to build personable, purposeful and transparent relationships with volunteers.
- The commitment to work in accordance with MACS ethos and value base.
- The ability to communicate effectively to a wide range of people, verbally and in writing.
- The willingness to accept direction and supervision.
- The ability to reflect on practice, identify learning needs and take responsibility for continued professional development (with line management support).
- The willingness to work flexibly to respond to the needs of volunteers and to ensure the viability of the service
- The ability to maintain a comprehensive and up to date written record of work undertaken.
- To have the commitment to undertake relevant training.
- To be resilient and compassionate in a challenging environment
- To have good time keeping, time management skills and organisational skills.
- The ability to work on own initiative and as part of the Wellbeing Service and within the Organisation.
- To represent MACS in a professional manner.
- To bring enthusiasm and commitment to MACS.

PERSON SPECIFICATION

SKILLS AND KNOWLEDGE REQUIRED BY POST HOLDER	
CRITERIA 1	
1 year experience of recruiting, training and supporting volunteers / staff	ESSENTIAL
Experience of successful liaising with a variety of agencies	ESSENTIAL
CRITERIA 2	
Understanding the needs of volunteers and how to support them to develop personally and professionally	ESSENTIAL
Understanding the needs of young people aged 11-25 who have experienced mental ill health issues.	ESSENTIAL
Knowledge of relevant standards such as Investors in Volunteers, Millennium Volunteers, Mentoring and Befriending Foundation and CLEAR	DESIRABLE
CRITERIA 3	
Ability to lead and manage a team of volunteers who support young people to improve their mental health	ESSENTIAL
CRITERIA 4	
Can develop own approach to practice based on reflection and feedback	ESSENTIAL
Can be resilient and compassionate in a challenging environment	ESSENTIAL
CRITERIA 5	
A full current driving licence and access to a car is required so as to be able to meet the requirements of the post in full. This criteria may be waived, if a disability prohibits driving. However, you must demonstrate how you would meet the mobility requirements of this post.	ESSENTIAL