



Job Description

Job Title:	Peer Mentor & Volunteer Coordinator
Job Grade:	A3
Reports to:	Volunteer Development Manager
Direct reports:	N/A
Clearance required:	Enhanced DBS
Key stakeholders:	Volunteers, managers, service users

Workplace values

The post holder will be expected to live our workplace values which are:

- Honest: we are open and realistic, building trusted relationships in which we challenge, collaborate and change.
- Committed: we are passionate about being the best that we can be, and we do this by keeping people at the heart of everything that we do.
- Inventive: we are ambitious, drawing together skills and resources to innovate and adapt in determined pursuit of our mission.

Job Purpose

To lead and co-ordinate all elements of the service's peer mentor apprenticeships and volunteer programmes across a specified area/service.



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Key accountabilities:

1.	Develop, co-ordinate and deliver all aspects of effective volunteer and peer mentor apprenticeships across the partnership area, working collaboratively with Humankind's organisational Volunteer Manager.
2.	Work collaboratively with the appropriate Service Manager and Humankind's Regional Volunteer Coordinator to meet service needs through the recruitment, placement and retention of peer mentor apprenticeships and volunteers.
3.	Manage peer apprentices and volunteers and their relationships with service staff, service users, families and other organisations. This will include monitoring, supporting, evaluating and accrediting ambassadors and volunteers.
4.	Promote and maintain effective, collaborative relationships with community services promoting access for service users to volunteering opportunities, in addition to service volunteering opportunities.
5.	Generate, implement and sustain appropriate and progressive volunteer and apprentice opportunities and roles within the service.



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6.	Raise service staff and stakeholder awareness of volunteer and apprentice roles and functions, positively promoting their value within the service.
7.	Utilise effective referral and matching pathways to ensure volunteers and apprentices are matched to appropriate roles.
8.	Ensure appropriate training and support is provided for apprentices and volunteers on an ongoing basis, including direct delivery of training and support activities. This will include supervision and appraisal as appropriate.
9.	Devise and implement induction and training programmes for volunteers and apprentices.

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10.	Co-ordinate resources required to support volunteers and apprentices, including the reimbursement of expenses.
11.	Monitor and evaluate volunteer and ambassador activities across the service and produce reports for Humankind's Volunteer Manager and service Project Manager.



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12.	Support the research and development of volunteer and apprenticeship policies and procedures.
13.	Maintain accurate, up to date records and work in accordance with organisational guidelines and procedures.
14.	Undertake continuing professional development including participating in clinical supervision, performance appraisals and attending training as/when required .
15.	Work in accordance with all relevant legislation, policies & procedures and guidelines – both internal and external. This includes Humankind's clinical governance framework .
16.	Contribute to maintaining safe systems of work and a safe environment.
17.	Keep abreast of policy and professional development within your area of professional expertise.
18.	To promote, adhere to and live our workplace values of being honest, committed and inventive.

This Job Description is not definitive and outlines key accountabilities – colleagues are expected to be flexible regarding their accountabilities and will from time to time be asked to carry out other duties to ensure achievement of company goals.



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Waythrough

Person Specification

Technical/ Professional Qualifications	Essential or Desirable
NVQ 3 level or above in relevant area	E
Skills	Essential or Desirable
Proficient in Microsoft Outlook Office programmes	E
Knowledge/ Previous Experience	Essential or Desirable
Experience of generating opportunities that improve the lives of disadvantaged groups	E
Experience of working with local communities to promote social inclusion.	E
Experience of providing supervision and support to volunteers or apprentices.	E
Experience of generating employment and volunteering opportunities and supporting individuals and employers to achieve positive and sustainable outcomes.	E



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Ability to use an electronic information management system.	E
Experience of managing/supporting/supervising people with lived experience.	D
Knowledge of the communities and social climate within the area locality.	D
Experience of working with individuals with personal or lived experience of mental health issues, substance misuse issues, the affects of homelessness or rough sleeping and learning disabilities.	D

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Person Specification

Competencies	
Lead and Inspire	Defines the future direction of Humankind through identifying current and future challenges and longer-term opprtunities.
Create and Innovate	Takes a solutions-focused approach to the challenges we face as an organisation. Looks at new ways of working and responding innovatively with new ideas or developing current approaches to meet organisational needs.
Developing Our Talent	Creates a positive and supportive environment in which individuals can grow and develop enabling them to realise their full potential.



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Impactful Communication	Shares information and presents ideas or themes clearly and convincingly so that others see us as open, transparent and credible, and want to engage with us.
Delivering Results and Achieving Greatness	Focuses on our individual drive and personal focus to succeed in delivering against our key business objectives and targets.
Service Excellence	Continues to build on Humankind's reputation within the industry, becoming a "provider of choice" recognised by external bodies as meeting the diverse needs of our customers and delivering the highest standards of service delivery.
Working Together	Defines how we work with each other and our customers, partners, commissioners and stakeholders.
Safeguarding training required on start (not to be measured in the R&S process) • XX	