



RECRUITMENT HANDBOOK

VOLUNTEER COORDINATOR



ABOUT US

Changes Bristol is a mental health charity that provides peer support groups and befriending services around Bristol, South Gloucestershire and North Somerset. We offer free, open access provision through peer support groups (including online groups, in-person groups, cost of living groups and specific safe space groups, ie. LGBTQIA+, Women of Colour, Men of Colour, Women's and Men's groups) and befriending over the telephone and through 'Walk and Talk' and nature wellbeing groups.

We support people who are experiencing mental distress or low mental wellbeing, with no diagnosis, referral or commitment required. We currently support around 850 individuals per year, with 97% of survey respondents reporting an improvement in their mental wellbeing. Our services primarily rely on our team of over 120 brilliant volunteers, complemented by a core staff team of 11, along with 3 placement students, ensuring the seamless operation of our services.

You will be joining a small and vibrant team at a time when our service is more important than ever. The Charity has expanded substantially over the last 2 years and the role of Volunteer Coordinator will work closely with the Deputy Services manager and Befriending Volunteer Coordinator to provide support and training to our volunteers.

Your main responsibility as a Volunteer Coordinator will be to recruit, train and supervise volunteers; promote the service; network; and organise/deliver training. Supporting our volunteers will be a key aspect of the job. You can expect a good amount of admin and ad hoc tasks, therefore you will need strong skills to prioritise and organise your workload effectively.



Working at Changes has grown my confidence and improved my self-awareness, whilst showing me the amazing difference our services can make in people's lives.

I appreciate the flexibility of working at Changes, the support from managers and other staff, and the end goal of creating safe spaces for people to talk about their mental health.

Mostly, I appreciate the knowledge that my line manager believes in me, and this has allowed my confidence to grow to the extent that I've achieved things that wouldn't have been possible when I started

Working for Changes has changed the course of my life and given me a renewed sense of purpose. As someone who has been through mental health struggles myself in the past it gives me a great feeling for fulfilment knowing I am helping people that are going through similar things to me. The rest of our amazing team have all had lived experience to some extent and that unites us all towards this common goal of better mental health.

I've never been part of a more supportive workplace.



WHAT WE VALUE

The things we believe in that help make us who we are.

ALLYSHIP AND INCLUSION

To us, this means being committed to using our platform and services to amplify and advocate for the voices of under-represented individuals and communities. This includes designating safe spaces for these groups where they have the opportunity to discuss shared experiences of marginalisation and stigma. We are dedicated to using our personal privilege to support colleagues and members from historically marginalised and oppressed communities.

WELLBEING

Wellbeing means prioritising our physical and mental health and acknowledging when our needs are not being met. We encourage open and honest dialogue about how our members, staff and volunteers are feeling and what they need to improve their wellbeing. We understand that we cannot support others unless we are supported ourselves.

RESPECT

We strive to ensure every person feels welcomed and heard. Our goal is to prioritise authenticity, empathy and acceptance to foster genuine connections.

EMPOWERMENT

Recognising the value in other people's skills and unique qualities and supporting individuals to utilise these alongside their personal experiences in a way that encourages growth. We seek to help to raise up individuals and amplify the voices of our brilliant lived-experience community.

EQUALITY, DIVERSITY AND INCLUSION

Celebrating our differences and embracing the global community we are all part of is central to our cause. Everybody has mental health, but we understand that some communities face intersectional hardship and additional barriers to support, including discrimination.

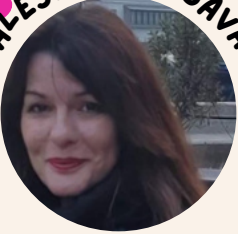
We seek to ensure our community is inclusive, free of harmful power dynamics and representative of the population we serve. All of our services are 'safe spaces' but we have created dedicated spaces for Women of Colour, Men of Colour, LGBTQIA+ individuals, women and men, as we understand that these communities all face unique and nuanced challenges.

We understand that we still have more work to do, and we are committed to continual growth.

MEET THE TEAM



ALESSANDRA GAVA



CO-DIRECTOR

LOUISA WOODS



CO-DIRECTOR

LIAM COOPER-KING



HEAD OF SERVICES

FREYA CALWELL



DEPUTY SERVICES
MANAGER

ELYSIA PONZETTA



FUNDRAISING AND
COMMS OFFICER

STEVEN HAY



BEFRIENDING VOLUNTEER
COORDINATOR &
PROJECT WORKER

ALEX SERJEANT



OFFICE
ADMINISTRATOR

SAYAM MUKHERJEE



WOMEN OF COLOUR
PROJECT WORKER

ISHOLA SOMUYIWA



MEN OF COLOUR/ N&W
BRISTOL PROJECT
WORKER
YOU

KATE ASHLEY



LGBTQIA+ PROJECT
WORKER

JEN WITTS



BEFRIENDING
PROJECT WORKER

CLAIRE VALENTINE



SOUTH BRISTOL
PROJECT WORKER

MIA PROSSER



PLACEMENT STUDENT

LUCY HAMMOND



PLACEMENT STUDENT

EVIE POOLE



PLACEMENT STUDENT



VOLUNTEER
COORDINATOR

ABOUT THE ROLE

SALARY

£24,467 per annum

LOCATION

Hybrid: (Between office at the Wellspring Settlement in Lawrence Hill, remote around the city and home)

CONTRACT

Full Time. Fixed term: 1 year initially

REPORTING TO:

Head of Services



ABOUT THE ROLE



ROLE RESPONSIBILITIES

01.

Volunteer Training and Support

- Help organise and deliver facilitator and befriending training for volunteers
- Recruit new volunteers and actively promote volunteering opportunities
- Arrange external training for volunteers when needed
- Ensure support and supervision sessions are carried out in accordance with charity guidelines and best practice
- Assist with debriefing volunteers after challenging phone calls or group sessions
- Ensure the necessary references and DBS checks are completed
- Assess training and support needs
- Liaise with volunteers

Delivering the Changes Peer Support Group

- To support the Deputy Services Manager to ensure the support meetings operate correctly and safely (online & physical groups)
- Provide group cover when required
- Ensure the services are delivered correctly, empathetically, safely and professionally
- Arrange venue hire and liaise with venue providers
- Maintain and improve meeting materials (modules, membership packs, signposting folder)

Equalities and Diversity

- Be committed to equality and diversity within the organisation
- To help implement Changes Bristol's diversity strategy and Equalities policy
- To be aware of diversity issues in greater Bristol to ensure our services are inclusive
- Collate and collect equalities data

Other Changes Service Provision

- Help other associated Changes services as directed by the Directors or Head of Services
- Help to manage social media platforms
- Develop and deliver facilitator and befriender training (including ongoing modules for existing volunteers)
- Deliver reflective practice for facilitators and befrienders
- Support member forums
- Deliver mental health awareness training
- General networking
- Attending awareness events

ABOUT THE ROLE



ROLE RESPONSIBILITIES CONT'D

Monitoring Data

- Ensure monitoring data/wellbeing survey data is collected and input for the services and ensuring this is up to date and presented to management
- Ensure member databases and equalities data is up-to date
- Support survey questionnaires and feedback forums
- Operate the Charity Log database effectively for the smooth running of the services
- Website management

Office Duties

- Provide cover for other members of staff during holiday periods, illness etc
- Answer phone enquiries and deal with visitors to the charity
- Assist in the administering and updating the website
- Send out leaflets to organisations and individuals
- Contribute to the updating of digital media including the website, Facebook, Instagram and Twitter
- Contribute to the monthly newsletter

Reporting Duties

- Log incident, critical incidents and complaints and reporting these incidents to the Head of Services
- The post will be line managed by the Head of Services

Other Responsibilities

- To keep up to date knowledge of the third sector in Bristol and the surrounding area
- To keep up to date knowledge of Mental Health provision in the Bristol and surrounding area
- To maintain good knowledge of other Changes Bristol services and good relations with other
- members of staff and volunteers
- To attend the bi-weekly staff meetings
- To fill in and help other services Change Bristol offers when covering holidays and/or sickness
- To represent Changes Bristol in a professional manner

ABOUT THE ROLE

We will consider applicants who meet 70% of the following criteria. Please do not be deterred if you do not meet every item on the person specification.

PERSON SPECIFICATION

02.

Experience

- Must be able to demonstrate an understanding of mental health issues
- Experience of working/volunteering in a mental health and/or befriending setting
- Experience of working with and supporting a large number of volunteers, supervising, coaching, mentoring, training etc.
- Good understanding of equal opportunities issues & how they impact on the organisation
- Awareness of relevant health & safety issues
- Experience of delivering training
- Awareness of Safeguarding

Knowledge & Skills

- A good communicator and able to relate to a wide range of people and to be impartial and non-judgemental
- Be able to keep up to date with relevant information on mental health issues, services and the third sector
- Computer literate
- Good organisational skills
- The ability to be empathetic and non-judgemental

Other

- Willing to work flexibly, some evening and weekend working will be required
- Entitled to work in the UK
- Be willing to undergo DBS registration and checks (formerly CRB)
- Ability to travel across the Bristol area



PERKS!

03.



25 days annual leave (pro rata), plus bank holidays, plus 3 additional days leave for winter office closure between 25th December and New Year.



Eye tests paid for by us, plus £40 towards prescription glasses



Period & Menopause leave/policy



A paid day off on your birthday



A free Headspace membership



Personal development budget

Key dates:

Zoom information session (an opportunity to learn more about us and ask questions about the role, interview process and organisation):

Friday 23rd February at 10:30am

Please email recruitment@changesbristol.org.uk to sign up and receive a link

Application deadline:

5pm - Thursday 7th March 2024

Interview process:

Interviews W/C 11th March 2024

To apply:

Please send a CV and Cover Letter (no more than two sides of A4) to:

recruitment@changesbristol.org.uk

If you have questions or would like to talk further about the role, please email recruitment@changesbristol.org.uk

The Wellspring Settlement
43 Ducie Road
Bristol
BS6 6AN

changesbristol.org.uk



VOLUNTEER COORDINATOR

