



Post: Volunteer and Coproduction Co-ordinator

Contract length – March 2023, subject to possible extension

Hours 37.5

Salary £26,780

Location: Hybrid model with home working and across various sites in London Borough of Bexley

About Mind in Bexley

We believe no one should have to face a mental health problem alone. We work to reduce the stigma associated with mental health, support people in their recovery and champion better services for all. We believe that with the right support and resources everybody can create a life that feels meaningful irrespective of the presence of symptoms. Mind in Bexley is a local Mind mental health charity offering an extensive range of support, advice, and information to communities in Bexley and East Kent. The purpose and objects of the charity is 'to promote the preservation and the safeguarding of mental health and the relief of persons suffering from mental disorder'. We promote well-being and work to reduce poor mental health and the stigma associated with it. We support people in their recovery and champion better services for everyone. We seek to meet these purposes by undertaking a wide range of therapeutic and non-clinical mental health activities within Bexley and East Kent, including direct therapeutic support of individuals, advice, advocacy, recovery and employment services, and campaigning to reduce the stigma of mental health and to raise awareness of mental health issues. Mind in Bexley are contracted by the Bexley Clinical Commissioning Group to provide the NHS funded IAPT Service for Bexley.

Purpose of the role: We need a Volunteer and Coproduction Co-ordinator to be responsible for the volunteer recruitment induction and training process, as well as supervising, motivating and rewarding our volunteers. You will also ensure that the voice of lived experience is contributing optimally to the creation, development and delivery of Mind in Bexley services, campaigns and strategies.

This role will also be responsible for coordination of mentoring programme and matching up volunteer interests and skills with roles available at Mind in Bexley.

Responsibilities

- Work with senior managers to develop and implement appropriate recruitment processes for volunteers
- Ensure that the necessary systems and structures are in place for high quality coproduction to operate at Mind in Bexley both for internal and external projects
- Support volunteers in their role to ensure they have a positive experience which builds on their strengths and helps them to achieve personal goals, ensuring they are valued and recognised, are given opportunities for learning and development and are supported in their wellbeing
- Develop and lead robust peer mentor programme
- Coordinate promotional activities to ensure a supply of high-quality volunteer applicants to meet the needs of the organisation
- Support the process of promptly carrying out necessary DBS and reference checks, training and induction for appointed volunteers



- Monitor the implementation and quality of coproduction across the organisation, understanding the barriers to high quality coproduction and implementing measures to overcome them
- Support colleagues across Mind in Bexley to understand coproduction principles and to use those principles wherever relevant in their roles, leading to a strong culture of coproduction
- Champion equality and diversity for volunteers, and identify ways to increase representation from minority groups
- Participate in volunteer and lived experience enrolment and awareness events, as appropriate
- Complete risk assessments as required
- Keep up to date volunteer records, ensuring training and volunteer hours
- Deliver and Coordinate training and induction sessions as required
- Liaise with service managers to provide support and feedback to volunteers, to understand their ongoing training and support needs
- Conduct an annual review with all active volunteers as part of the support process, and to understand their volunteering aspirations
- Take responsibility for delivering volunteer reward and recognition activities and events
- Ensure that lived experience coproduction volunteers are kept optimally informed, engaged and enthused about their work and its contribution to Mind in Bexley impact

Person Specification (shortlisting requirements)

Relevant Experience and Skills

1. Volunteer co-ordination work
2. Recruiting, rewarding and retaining volunteers
3. Working successfully with volunteers to support the delivery of services to the public
4. Delivering successful coproduction projects, with delivery of required outputs in the specified timescale, ideally obtained in a charity environment
5. Working with vulnerable groups and providing support to ensure their voices are heard
6. Be organised, ensuring the availability of volunteers matches our needs
7. Demonstrate excellent inter-personal skills to motivate others to achieve shared goals
8. Work effectively with people of different backgrounds, and at different levels of an organisation
9. Flexible approach and be adaptable to changing circumstances
10. Liaise effectively with colleagues and partners
11. Knowledge of good practice in equality, diversity and inclusion
12. Knowledge of health and safety and risk assessment

Personal Competencies



Ability to operate effectively in a highly cohesive, high performing team based on the principles of trust, mutual respect and empowerment

Excellent written and spoken communication skills with the ability to translate complex information into accessible messages suitable for their target audience.

Excellent listening skills, with the ability to empathise with people expressing high levels of emotional distress

Ability to facilitate meetings and workshops with different stakeholders

Specific Knowledge

Good understanding of co-production, in particular the spectrum from consultation through to full co-creation.

Knowledge of safeguarding risks and processes.

Competent computer skills and familiarity with Microsoft Word, Outlook, Excel, Powerpoint and, ideally, Publisher.

Please note that an enhanced DBS check for working with adults will be applied for as part of the recruitment process for this role