

Volunteer Support Officer

Student Minds is the UK's student mental health charity. We believe that peer interventions can change the state of student mental health. We deliver research-driven training and support to equip students to bring about positive change on their campuses through campaigning and facilitating peer support programmes.

Our vision is for all universities and health services to recognise positive mental health as a priority for student success. We want students to take action to foster an environment where everyone has the confidence to talk and listen to each other, the skills to support one another and the knowledge to look after their own mental health.

Accountable to: Volunteer Manager

Purpose: To assist in the development of the Student Minds volunteer network, encouraging students to engage with the national network and supporting student volunteers across the country to achieve real change on their university campus.

Person Specification

Student Minds runs a large and complex volunteer network; supporting this requires organisation, patience and persistence. Students are busy and volunteering is a significant commitment for them. Supporting volunteers requires flexibility and a calm, proactive and positive attitude.

- Willing to embrace the mission of Student Minds.
- Excellent project management skills; able to coordinate a diverse range of voluntary project with vital deadlines.
- Excellent communication skills.
- Sensitive understanding of mental health messaging is essential.

Job Description

Volunteer Recruitment

- Take responsibility for the promotion of all volunteering activities and opportunities: encouraging students to volunteer with us.
- Maintain and develop the Student Minds recruitment programme for peer support volunteers.
 - Coordinate recruitment of volunteers across the Student Minds network, ensuring that the required number of volunteers are recruited within the recruitment window.

We are kindly supported by Comic Relief, The Welton Foundation, UnLtd, The Matthew Elvidge Trust, The Charlie Waller Memorial Trust, The James Wentworth-Stanley Memorial Fund and Student Hubs.

Student Minds is registered with Companies House (7493445) and is a Charity registered in England and Wales (1142783).

- Keep all applicants informed about the status of their application throughout the process.
- Monitor and support groups during their independent elections and handover period.

Volunteer Communication

- Support the Volunteer Manager to maintain volunteer records on Salesforce.
- Support the Volunteer Manager with communications within the Student Minds volunteer network.
 - Manage all volunteer communication, with regular email updates.
 - In consultation with the Volunteer Manager, take responsibility for fielding queries from volunteers, signposting volunteers to online resources, supervision or office hours where appropriate.
 - Ensure that all volunteers have the information they require to manage their projects effectively and efficiently.
- Take responsibility for the engagement and support of volunteers in Student Minds projects, including Supporting Supporters, the Depression Campaign, and external project such as It Gets Brighter, as well as new campaigns and projects that are developed over the year.

Volunteer Training

- Coordinate Student Minds training programmes.
 - Organise volunteer training, arranging venues and trainers for all training events.
 - Ensure that all volunteers are kept informed about all relevant training arrangements so that the delivery of training is as efficient as possible.
- Take responsibility for the collection of data and impact measurement for all training activities.
- Support the Networks and Projects Manager in the development of additional training programmes and resources.

Policy and Resource Development

- Support the development of resources for specific projects.
 - Identify resources that need to be developed and look at creative ways to engage support from volunteers to develop resources.
 - Oversee any volunteer engagement in resource development.
- Support the development of an e-learning space to share resources and support volunteer development.
 - Coordinate work with staff and volunteers across the Student Minds team to develop an e-learning space.

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- Develop resources and guides to help volunteers to run events and campaigns.
- Take responsibility for the development of resources and policies for effective volunteer management and support.
 - Support the Volunteer Manager to identify key areas in which resources and policies are required.

Impact Measurement

- Take responsibility for the development of impact measurement strategies for project evaluation and reporting:
 - Develop and disseminate evaluations of national projects, liaising with the Networks and Projects Manager to develop impact outcome measures for specific projects.
 - Take responsibility for monitoring routine impact measurement.
 - Produce reports on specific groups as needed to support funding conversations.
 - Support the Communications and Fundraising Officer and the Networks and Projects Manager with the public dissemination of the findings of project evaluations, including regular reports for funders and Trustees.

Regional Coordinators

- Support the Volunteer Manager to maintain our network of regional coordinators.
 - Maintain regular contact with regional coordinators, keeping them informed about the charity's activities.
 - Share information about activities of volunteers and groups with appropriate regional coordinators in a timely manner to enable them to support their network of volunteers.

Personal Experience Committee

- Support the development of the Student Minds Personal Experience Committee.

Fundraising

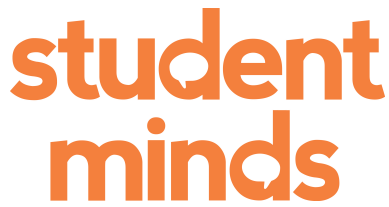
- Work with the Communications and Fundraising Officer to support student-led fundraising.
- Contribute to grant application writing as required.

Other Duties

- Attend weekly team meetings with Student Minds colleagues.

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- Work in a flexible way and undertake tasks to support Student Minds colleagues as required.
- Support management of correspondence, sharing responsibility with the Communications and Fundraising Officer and Projects and Relationships Support Officer to manage the Student Minds email account, responding to emails where possible and forwarding on to other members of the team where appropriate.
- Recruit and manage charity interns as appropriate.
- Undertake training and attend conferences as appropriate.
- Support the delivery of volunteer training.
- Contribute to office hours for volunteer support.
- Engage with and provide feedback on large projects and strategic reports developed by other members of the team.

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