Volunteer Officer (Peer Support)

Location: Leeds, with occasional travel across the UK required (all expenses reimbursed).
Salary: £17,500 - £22,500 dependent on relevant experience
Reporting to: Head of Operations
Start date: January 2019
Hours of work: Full time, 37.5 hours per week
Contract: 18 months fixed term, (with the possibility of extension).
Purpose: To take the lead on empowering and supporting our network of volunteer peer support facilitators across the UK.

About Student Minds

Student Minds is the UK’s student mental health charity. We empower students and members of the university community to develop the knowledge, confidence and skills to look after their own mental health, support others and create change. We train students and staff in universities across the UK to deliver student-led peer support interventions as well as research-driven workshops and campaigns. By working collaboratively across sectors, we share best practice and ensure that the student voice influences decisions about student mental health. Together we will transform the state of student mental health so that all in higher education can thrive.

About the role

Student Minds has had significant impact on the sector over the last seven years, through innovative mental health initiatives, strong partnerships and an extensive volunteer base. We’re recruiting a Volunteer Officer (Peer Support) to join the Student Minds’ team and take the lead on supporting our network of volunteer peer support facilitators.

This is a varied role where you will have responsibility for one of Student Minds’ core charity activities, assisting in the development of our peer support network, encouraging students to engage with the national network and supporting student volunteers across the country to make a difference on their university campuses. The Volunteer Officer (Peer Support) will lead on recruiting new volunteers, planning and delivering training for students, and managing all volunteer communications and activity for our peer support groups.

We believe in challenging and trusting you from early on - you’ll receive plenty of responsibility to lead on your areas of work, accompanied by support and guidance to fulfil your potential. You will also take part in training to help you develop personally and professionally. The Volunteer Officer (Peer Support) will work closely with a vibrant team who prioritise workplace wellbeing. This is an exciting opportunity to join a growing team, develop key skills, work with outstanding volunteers and play a vital role in transforming the state of student mental health.
Job Description

Volunteer Recruitment and Training

• Coordinate, support and develop the recruitment process of peer support group facilitators, ensuring that high quality volunteers are recruited to enable the groups to run effectively.
• Plan and deliver peer support training (with logistics support from the Office Manager and delivery support from Training Associates).
• Develop and maintain e-learning modules to support training and development remotely.
• Plan and coordinate other volunteer training events to support the development of the network, as appropriate (e.g. team building or project management training).
• Collect data and impact measurement for all training activities.

Volunteer Communications and Support

• Develop effective relationships with volunteers by maintaining regular communication, this may include regular email updates and individual group check-ins via phone/Hangouts using coaching and mentoring techniques.
• Take responsibility for fielding queries from volunteers, signposting volunteers to online resources where appropriate.
• Ensure that all volunteers have the information and resources they require to manage their projects effectively and efficiently. This may include developing new resources where appropriate.
• Maintain volunteer records.
• Work with the Student Minds team to coordinate the Student Minds Awards to recognise and celebrate our volunteers.
• Collate group summaries and attendance data for reports to university staff.

Supervision

• Coordinate the recruitment of volunteer supervisors.
• Plan and deliver supervisor training in collaboration with the Clinical Supervisor.
• Maintain regular communication with supervisors and ensure effective reporting procedures are maintained. Feedback any concerns to Clinical Supervisor and Head of Operations.
• Arrange monthly clinical supervision.
• Supervise at least one peer support group.

Monitoring and Evaluation

• Lead on all monitoring and evaluation activities for our peer support work. This may include altering and disseminating feedback collection mechanisms to ensure maximum uptake, inputting data, and analysing data to evaluate our work and suggest improvements.
• Audit and review existing peer support work.

Peer Support Course Development

• Collaborate with relevant colleagues/external advisors to develop Student Minds’ peer support work.
• Based on student feedback propose amendments to existing course materials.
• Support research and evaluations to understand what students want from peer support.

Other duties

• Attend regular team meetings with Student Minds colleagues;
• Undertake training and attend conferences as appropriate;
• Engage with and provide feedback on large projects and strategic reports developed by other members of the team;
• Ensure equality and inclusion responsibilities for your area of work.
• Recruit and manage charity interns, as appropriate.
• Support website development for sections within your portfolio.
• Support the development of funding proposals and opportunities for the programmes in collaboration with colleagues.
• Input into decision making for the charity.
The ideal candidate will be compassionate and supportive, with excellent project management skills and a passion for mental health. As a patient, flexible and positive individual, you’ll be driven to champion Student Mind’s peer support network. We are looking for someone who will be committed to developing and achieving within this role.

The successful candidate will have the following competencies and experience:

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<th>Criteria</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>Educated to an undergraduate level</td>
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<td>Commitment to Student Minds’ vision and mission; an interest in mental health</td>
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<td>A confident and proactive attitude</td>
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<td>Good project management and organisation skills, ability to keep to deadline and plan your time effectively</td>
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<td>Good communication skills</td>
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<td>Naturally supportive with excellent listening skills</td>
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<td>Sensitive understanding of mental health messaging</td>
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<td>A flexible approach combining enthusiasm and a willingness to learn</td>
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<td>Ability to build and maintain good working relationships with colleagues and work both independently and collaboratively with team members</td>
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<td>Good IT skills and competency using MS Office/ Excel with the ability to learn new systems.</td>
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<td>A flexible approach combining enthusiasm and a willingness to learn</td>
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<td>Good attention to detail</td>
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<td>Experience of managing volunteers</td>
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<td>Experience of delivering and facilitating training sessions</td>
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<td>Experience as part of a student society or group; planning and running events and campaigns</td>
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Application Process

To apply, fill in our online application form and send your CV to vacancies@studentminds.org.uk. Please detail your relevant skills and experience that make you a good fit for the role and the organisation. We ask that CVs are no longer than 2 pages.

The deadline for applications is the 24th September at midnight.

You will hear back from us later that week and the interview process will involve:
• A 60 minute E-tray exercise, completed from home at a time slot on the 4th October.
• An assessment day that will take place in Leeds, provisionally during the week of the 8th October. The assessment day will involve a competency interview, response to a task that you will be given in advance and a group interview.

We’re looking forward to hearing from candidates who want to help us make our vision a reality! We are keen to hear from individuals with personal experience of mental health difficulties, and we particularly encourage applications from men and ethnic minorities, who are currently under-represented in Student Minds.

If you have any questions about the application process or need reasonable adjustments made please contact vacancies@studentminds.org.uk.