



A MENTAL HEALTH SOCIAL MOVEMENT

8-10 WEST STREET, OLD MARKET, BRISTOL, BS2 0BH · 0808 808 9120
REGISTERED CHARITY #1085351 · OTRBRISTOL.ORG.UK

Job Pack

Volunteer Coordinator (Therapeutic Services)

Dear applicant,

Thank you for your interest in this post. Please find below some background information and other details to help you decide whether to apply for the position.

In the interests of equality CVs will not be accepted so please use the job application form to apply. Applicants will be assessed on their ability to meet the criteria listed in the Person Specification.

The job pack consists of:

- Role Summary
- Role description
- Person specification
- About us

Please complete the application form and return by email to recruitment@otrbristol.org.uk or by post to the address above.

The closing date for this role is midday **Friday 17th July 2020** and interviews will be held on **Thursday 6th August 2020**. We will contact you by email if your application is shortlisted to come for interview, we will not be able to contact unsuccessful candidates or provide individual feedback on applications.

If you wish to have an informal discussion about the post, please contact **Laura Hutton** via email – laura.h@otrbristol.org.uk

Best wishes,

Kellie Horder
HR Manager | OTR Bristol



A MENTAL HEALTH SOCIAL MOVEMENT

Role Summary

Job Title	Volunteer Coordinator (Therapeutic Services)
Salary Grade	Salary Band B mid point £23,945 - £26,539 (pro rata) Starting pro rata salary of £14,367
Hours	22.5 hours per week
Contract	Fixed term to 31st March 2022
Leave	Flexible - Your basic annual leave entitlement is 20 statutory days plus 8 statutory holidays (pro rata). However, OTR operates a flexible leave policy and you are entitled to request as much leave as you would like and need.
Pension	Up to 3% of above salary for standard contracted hours
Location	Based at 8-10 West Street, Old Market, Bristol, BS2 0BH
Reporting To	Team Manager (Therapeutic Services)
Accountable for	Volunteer Therapists from a range of approaches, including: <ul style="list-style-type: none">- Counsellors (person-centered, integrative, humanistic, psychodynamic, etc)- Art Therapists- Dance Movement Therapists- Drama Therapists
Job Purpose	<ul style="list-style-type: none">● To continue the development of the volunteer offer for both trainee and qualified therapists and OTR● Review the post and requirements of a volunteer therapist● Recruit new volunteer therapists and link with local training programmes● Deliver and coordinate an induction and initial training programme that all volunteers will attend prior to beginning client work at OTR● Support the supervision and developmental needs of volunteers● Effective evaluation of the volunteers' experience and their impact both internally within OTR● Work closely with the wider team to explore the training needs of volunteer therapists with the aim to hold accessible, in- house training and skill shares
Key Relationships	<ul style="list-style-type: none">● Team Manager (Therapeutic Services)● OTR Managers● OTR staff and volunteers● Local statutory, voluntary and community organisations● Education Providers● Local Communities

Role description

Recruitment and training, retainment of volunteers	<ul style="list-style-type: none"> Recruit, train, support and lead a team of volunteer counsellors in accordance with policy and priorities Induct new volunteers into their roles within OTR by organising and delivering an induction, including sourcing safeguarding and safety planning training Plan and coordinate the work of the volunteers and ensure good support is in place, e.g. with their clinical supervisor Support colleagues to provide therapists with a meaningful volunteering experience Ensure that volunteers are regularly briefed with information about OTR, services and other developments Support volunteers to progress through their course requirements (where appropriate) Organise for members of different teams within OTR to provide training to volunteers Provide exit interviews that focus on the strengths and skills volunteers have gained, and support them to progress onto the next step in their career Organise volunteer social and networking events
Development, monitor and evaluation	<ul style="list-style-type: none"> Develop a training programme for the therapists at OTR Develop induction materials for new volunteers, including handbooks Monitor the work of volunteers in order to ensure that all tasks are being carried out properly and efficiently and in accordance with OTR's values Keep records of volunteer's attendance, performance and achievements Develop organisational structures and systems to support volunteers and continue to achieve Investing in Volunteering standards Effectively evaluate and report on the experiences of the volunteers, and their impact within OTR (and beyond)
Other	<ul style="list-style-type: none"> Engage in a structured programme of training and development commensurate to the role To be fully training in IAPTus and be able to conduct IAPTus Audit to support OTR's best practice Attend one-to-one management supervision and team meetings To be responsible for ensuring all paper and electronic records are managed and stored safely at all times. Respect and maintain the confidentiality of all OTR clients both internally and with external agencies. Work within the spirit and framework of all OTR policies, governance, and delivery philosophy, and to keep up to date with relevant training and professional development, particularly in relation to safeguarding, risk and safety. We are a 6 day service, and whilst you will have core days, you will also be willing and able to be flexible in your working pattern

Person Specification

	Essential	Desirable
Education & Training	<ul style="list-style-type: none"> A good general standard of education and a demonstrable ability to apply knowledge Knowledge of issues young people face accessing support for mental health difficulties 	<ul style="list-style-type: none"> A qualification in a therapeutic approach, such as counselling or using creative skills therapeutically

Experience	<ul style="list-style-type: none"> ● One years experience of working with children and young people ● Experience of working effectively within a team ● Two years experience of volunteer development, assessment and supporting career progression ● Experience of developing and delivering training to a range of audiences ● Experience of evaluating projects ● Experience of facilitating group work ● Ability to manage and develop people in order to create high performing teams ● Proven ability to coordinate services, including staff and volunteers 	<ul style="list-style-type: none"> ● Experience working in the field of children and young people's mental health and/or rights ● Experience working with trainee and qualified therapists ● Experience working with safeguarding and risk management
Skills & Knowledge	<ul style="list-style-type: none"> ● Knowledge of mental health issues affecting young people ● Knowledge of therapeutic approaches and professional guidelines that support therapists, such as; BACP, NCS, etc. ● Knowledge of policies that inform good practice in relation to both young people's mental health, and volunteering ● Knowledge of volunteer recruitment, development, and retention ● Excellent communication skills and the ability to build and maintain professional relationships with a range of stakeholders ● Demonstrable ability to work independently and to self-start ● Excellent networking, motivational and influencing skills ● Outstanding organisational skills ● Good written and verbal communication skills ● Excellent IT skills ● An ability to empathise, relate and communicate with volunteers from a variety of social and cultural backgrounds 	<ul style="list-style-type: none"> ● A knowledge of mental health interventions ● Knowledge of clinical supervision requirements across a range of therapeutic approaches ● Knowledge of safeguarding, risk management and safety planning interventions ● Demonstrable knowledge of health and care systems and structures
Qualities	<ul style="list-style-type: none"> ● An empathic and non-judgmental nature. ● The ability to build and maintain meaningful relationships with volunteers whilst maintaining professional boundaries ● Ability to recognise and respect confidentiality and its limits ● Demonstrate good self-care and resilience. ● A self-starter, motivated to push forward ideas ● A commitment to social justice, human rights and equality ● A focus on working in a solution and problem solving manner 	

	<ul style="list-style-type: none"> • A commitment to ensuring that volunteers have a meaningful experience • Ability to remain calm and responsive to difficult situations 	
Other	<ul style="list-style-type: none"> • A willingness to work flexibly, including some evenings and weekends. • Commitment to own professional development and willingness to undertake the training necessary for the role. • An ability and willingness to travel across Bristol and South Gloucestershire 	<ul style="list-style-type: none"> • Driving license and access to appropriate transport

About us

What We Believe	What We Value	How We Behave
- All theoretical models are wrong, but all of them are useful	- Collaboration	- We're accommodating
- Relationships are what make the difference	- Diversity	- We're integrated
- Mental health is social and political as well as personal	- Learning	- We're thoughtful
- Social networks are more powerful than individual solutions	- Sharing	- We're supportive
- Building on strengths and capabilities is more sustainable than meeting needs and vulnerabilities	- Participation	- We're open
- Participatory services are more effective than transactional ones	- Self-efficacy	- We're resourceful
- Our work is a vocation	- Self-care	- We're resilient
	- Transparency	- We're communicative
	- Agency	- We're independent
	- Creativity	- We're imaginative
	- Social Action	- We're motivated
	- Pragmatism	- We're adaptable