



Job Description and Person Specification

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| Job Title: | Advice Volunteer Supervisor (Manchester Mind Advice Team) |
| Salary: | £14,774 (actual) (2-year contract – extension subject to funding) |
| Responsible to: | Advice Service Manager |
| Working Hours: | 17.5 hours per week |
| Location: | Manchester Mind Offices |
| Reporting to: | Advice Service Manager |

Job Description

Job Summary

Volunteering has a huge impact on people's lives – it builds skills and confidence as well as improving mental health. It can also be a training ground for a future advice workforce. It is important to us that volunteers are well supported and trained and through this role you will play a pivotal part in recruiting, training and supervising volunteers who are supporting advice delivery. In your role you will ensure that volunteers have a warm welcome and you will work collaboratively to ensure they are well supported and supervised. You will be part of a busy and supportive team. Manchester Mind has an investing in volunteering quality mark and you will work with other parts of Manchester Mind to ensure that our volunteering is consistent across the charity.

Main Role and Responsibilities

- To ensure all volunteers are welcomed and have excellent inductions into their roles.
- To ensure that all volunteers have access to core Manchester Mind training.
- To recruit, train and supervise in welfare benefits advice.
- To train and supervise volunteers who may be delivering generalist housing and debt advice.
- To manage volunteer time and input into advice delivery.
- To ensure volunteers have access to opportunities to develop their skills.
- To support volunteers in developing skills around job applications when and if appropriate.
- Work with the advice team to ensure that volunteers are contributing to a team approach to manage the referrals coming in.
- To take on a very small caseload – this isn't going to be an expected part of the role - only when required or when primary workload allows.
- To be in the office when volunteers are in or arrange cover.
- To be part of a wider volunteer development team across Manchester Mind, ensuring that advice volunteering is delivered in a consistent way with other volunteering opportunities.

- Provide ongoing supervision and support to volunteers who have been recruited and trained.
- To ensure that the volunteer advice service runs in a co-ordinated and organised way.
- To ensure the collection of monitoring information that is relevant to the service outcomes.
- To report any difficulties, risks or challenges within the service to your manager.
- Support the development and implementation of ongoing training for volunteers.
- To ensure all paperwork related to advice provision is completed and up to date in line with quality standards.
- To ensure that required databases for casework recording and monitoring are completed and up to date.
- Report any safeguarding issues to the service manager and the relevant designated safe-guarding lead.
- Ensure the project's volunteering policies are adhered to.
- Contribute to activity to ensure the longer-term sustainability of the project.
- Support involvement by volunteers in the development and planning of the advice volunteering.

General Responsibilities

- Ensure that the values of Manchester Mind are maintained and developed throughout the role.
- Maintain a professional and confidential approach to work at all times.
- Actively participate in regular supervision sessions and team meetings as requested.
- Be willing to attend appropriate training courses as agreed with your manager.
- Contribute to the effective and efficient running of Manchester Mind by awareness of and compliance with policies and procedures, including Health and Safety and Safeguarding.
- Ensure data is managed in compliance with General Data Protection Regulations.
- Create positive relationships and treat all staff, volunteers and members of the public with dignity and respect, adhering to Manchester Minds core aims and values, and adhering to equal opportunities and diversity statements and policies.
- Work outside of normal office hours if required to do so to meet the needs of the service.
- Carry out other duties as requested by the Manchester Mind Community Services Manager.

This job description may be subject to joint review from time to time between the post-holder and Manchester Mind, and as such is liable to amendment.

Person Specification

All essential unless stated.

Knowledge and Experience

- Experience of working with volunteers in a way that enables people to feel valued, able to develop, and involved in the project.
- Experience in supporting the development of a project in a collaborative way.
- Knowledge of the legislation relating to aspects of welfare benefits/debt and housing – what we mean by this is knowledge and experience that you will be able to share with volunteers and colleagues.
- Experience of delivering training in a way that is inclusive and builds skills and confidence.
- Experience of collecting data that can be used to evaluate and monitor the work that you do.

Skills and Personal Qualities

- Ability to explain complexity in a way that can be understood.
- Ability to build a welcoming and learning environment.
- Ability to be able to communicate clearly so that everyone understands what is expected of them.
- Ability to work collaboratively with colleagues and volunteers.
- Excellent IT skills.

