

JOB DESCRIPTION
COMMUNITY BASED MENTAL HEALTH SERVICE (Live Well Leeds)
Volunteering Team Leader

Grade: NJC Scale 23-25
 Hours: 25hrs
 Responsible to: Service Manager (Touchstone)
 Employing Body: Community Links (part of the Inspire North Group)
 Employment Terms: Regular evening and weekend work will be required on a rota basis.

Introduction to Service

The Community Based Mental Health Service, known as Live Well Leeds, will provide flexible and practical support to people (aged 18+) within the Leeds Metropolitan District. This new service has been commissioned by Leeds City Council Adult Social Care and commenced in April 2019 for 5 years. The contract will be delivered by a Strategic Partnership (comprising Touchstone as the lead, Community Links and Leeds Mind) and a Delivery Network (comprising 16 different voluntary sector partners).

The service will make it easy for diverse people to access, navigate and will support service users to improve and maintain their mental health.

We will offer a seven-day service, including evenings and weekends offering a range of services and activities including:

- 1-2-1 case management
- Drop in
- Group work
- Information and signposting
- Gender specific activities
- Culture specific activities
- Befriending
- User led activities
- Peer support.

This role will be employed by Community Links (part of the Inspire North Group), and line managed day to day by the Live Well Leeds Service Manager, who is part of Touchstone, lead provider for this service.

Service Vision

The overall aims of Live Well Leeds are to:

- Work co-productively with the citizens of Leeds and partners.
- Focus on outcomes and recovery, keeping people well, building resilience and giving people the skills and tools, they need to self-manage.
- Be easy to access, understand and navigate, for all of the citizens/communities of Leeds, particularly those with the poorest mental health and most at risk of escalating mental health problems.
- Deliver high quality support and interventions, gaining insight as mental health service providers to continuously improve what we do.

- Ensure that mental health and wellbeing is a top priority for Leeds, and that people understand the interplay between their mental health and physical health, and that services are better integrated
- Challenge stigma and discrimination.

PURPOSE OF THE JOB

The Volunteering Team Leader will lead, develop and line manage a team of befriending and volunteer coordinators.

Working alongside the Service Manager, direct reports, other Live Well Leeds Team Leaders and teams, the post holder will:

- Develop and deliver a volunteer befriending and peer development volunteer programme.
- Be responsible for the development and delivery of effective recruitment campaigns and the development of volunteer training.
- Lead the integration of the befriending service and volunteering into the wider service offer, to ensure Live Well Leeds provides a range of volunteering opportunities.
- Ensure that all volunteers are fully supported, supervised and have a personal development plan which has their mental health at the centre.
- Facilitate service user involvement at all levels of service design and delivery.
- Lead the development of partnerships with the Delivery Network and other organisations to develop opportunities for volunteers.
- Develop positive relationships with colleagues across the consortium, facilitating opportunities for joint working.
- Be accountable for the achievement of contractual key performance indicators, driving high quality service performance.
- Provide line management support and supervision to direct reports.

KEY TASKS

1. Strategic and operational responsibility for befriending, and peer development volunteering across Live Well Leeds.
2. To work as part of a team with a large number of colleagues employed across many different organisations, to bring a Single Point of Access to voluntary sector community mental health services to fruition, being a 'trusted assessor' of service users within the model.
3. Responsibility for managing referrals into the befriending and peer development volunteering part of the service.
4. Ensure the service offers opportunities for coproduction and service user involvement, including development of possible pathways for service users to volunteer.
5. Coproduce and deliver an ongoing training programme for befrienders and peer development volunteers, to enable safe and effective befriending and peer development activity to take place which improves mental health and reduces isolation.
6. Ensure that practice is safe, including DBS checking, risk assessments and risk management plans are in place.
7. To match trained volunteers according to both of their goals and aspirations in a variety of roles using a strength-based approach.
8. Ensure all volunteers are offered additional internal and external training and development opportunities, wherever possible.
9. Put in place management and supervision arrangements including personal development plans with each volunteer.
10. Support Befriending and Volunteer Coordinators to match service users with volunteers
11. Manage the development and delivery of a range of groups both across the Live Well Leeds partnership and local community.
12. Manage the monitoring, reporting and evaluation of the Befriending and Volunteer services in line with agreed outcomes and monitoring as part of the Live Well Leeds contract.
13. Manage the befriending budget, including day to day expense payments for volunteers and any service user costs.
14. Lead the team of Befriending and volunteering staff and volunteers to identify and implement best practice.

15. Ensure volunteers and staff receive good people management, support for their own development and wellbeing
16. Liaise closely with other delivery partners and seek to ensure consistent delivery of service and performance targets.
17. Ongoing database and web-site management in conjunction with other Team Leaders.
18. Ensure that effective communication with volunteers, service users referrers, partners and providers are developed and maintained.
19. Promote the service by establishing excellent links and seeking to develop partnerships with external organisations.
20. Establish good links with established external organisations who support and promote befriending. Participate in regular policy and good practice forums, including training and national conferences.
21. Attend relevant meetings, forums and partnership events in line with the partnership ethos of Live Well Leeds.

GENERAL

1. To undertake out of hours and weekend work in line with seven-day service requirements
2. To be inducted, supervised, performance monitored and appraised in line with the Community Links performance management policies and procedures.
3. To be responsible for personal learning and development where appropriate and undertake training, both mandatory and optional, to increase knowledge, skills and awareness. Including participating in service-wide practice development groups.
4. To be responsible for promoting the work and services of Live Well Leeds and Community Links to the public, potential service users, referrers and funders.
5. To provide general information about Community Links and its work to all those who may be interested and to stakeholders.
6. To be aware of and employ the general practices of Community Links safeguarding and health and safety policies and ensure these are adhered to at all times
7. Keep up-to-date with policies, guidelines, procedures and practices.
8. Participate in team meetings and other meetings as required.
9. Represent Community Links in a knowledgeable and professional manner at all times.

10. Maintain appropriate professional boundaries at all times.
11. Identify own training and development needs in conjunction with your line manager and participate in training opportunities as directed.
12. Partake in Community Links Personal Development Review system.
13. Work with Information Governance Lead, Caldecott Guardian etc. to ensure systems and processes are GDPR compliant and in line with the IG toolkit.
14. Support the Inspire North Group in the completions of Data Protection Impact Assessments (DPIA's) to support the ongoing culture of GDPR compliance.

The above duties are indicative of the requirements of the post at the time of recruitment. You will be expected to undertake other duties as may be reasonably required commensurate with the post, at the initial place of work or at other locations from which Community Links operates.

Please note this job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible approach to the tasks, which may be varied from time to time following discussion with line management. Any variations will be subject to the operational requirements and will be in keeping with the general profile of the post.

Person Specification – Volunteering Team Leader Live Well Leeds

The person specification should be read in conjunction with the job description. It is used at the short listing and interview stage to decide how suitable each candidate is to take on the role.

Community Links does not necessarily expect that each candidate will fulfil all the criteria listed in the Desirable column but any 'gaps' could form areas for development in the future.

Approach	Essential	Desirable	Identified by: A=application I=interview E=exercise
Demonstrate understanding and commitment to equal opportunities and diversity	✓		A, I
Demonstrate a commitment and enthusiasm for working with our service user group	✓		A, I
Able to build and maintain relationships whilst maintaining appropriate professional boundaries	✓		A, I
Demonstrate a willingness to participate in shaping the future of the organisation by taking on responsibilities and projects in addition to core workload	✓		I
Demonstrate a commitment to enabling and empowering clients to become actively involved in Inspire North and its Associated Companies	✓		A, I
Able to motivate colleagues to achieve the highest standards and be a role model who promotes and is passionate about the values of the organisation	✓		A, I
Promotes awareness and understanding of mental health difficulties	✓		A, I
Knowledge & Skills	Essential	Desirable	
Knowledge of best practice in volunteer recruitment, management and retention	✓		A, I
Understanding and awareness of own support needs	✓		A, I
Knowledge of Mental Health issues and wellbeing including an understanding of health inequalities and social inclusion	✓		A, I

Knowledge & Skills	Essential	Desirable	Identified by: A=application I=interview E=exercise
Knowledge and understanding of safeguarding responsibilities for vulnerable adults	✓		A, I
Excellent technical literacy of Microsoft Applications e.g. Word, Excel, Power point, Outlook, Access	✓		A, I
Excellent interpersonal skills and the ability to communication to a wide range of audiences	✓		A, I
Presentation skills, report writing and evaluation	✓		A, I
Have access to a car for work purposes and hold a full current UK driving licence	✓		
Proven organisational skills and ability to work with limited supervision	✓		
Relevant training in mental health or recognised professional qualification		✓	A
Qualification in plain English Second Language e.g. Urdu, Polish, BSL		✓	A
Knowledge of Mental Health and Community Care Resources		✓	A, I
Experience	Essential	Desirable	
Successful track record of using own initiative to lead and manage a team; reviewing progress and managing individuals to perform to agreed targets	✓		A, I
Volunteering or working in a volunteering environment	✓		A, I
Recruiting and supervising/managing volunteers	✓		A, I
Delivering training and/or facilitating groups	✓		A, I
Experience of monitoring and evaluating service performance	✓		A, I
Experience of managing resources within set budgets	✓		A, I
Experience of mental health either as service user, carer, worker or volunteer.		✓	A