

**JOB DESCRIPTION**

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| **Job title** | Volunteering Project Manager (VPM) – WIS Rehabilitation through Volunteering Programme |
| **Period of Contract** | Permanent |
| **Based** | Phoenix House Personnel Recovery Centre, Catterick (North Yorkshire) |
| **Working hours** | Full-time, 35 hours per week |
| **Salary** | £25,000 p.a. |
| **Responsible to** | Head of Programmes, based in London |
| **Job purpose** | To provide 1-1 intensive support to a caseload of wounded, injured and sick (WIS) clients across the North of England to engage in community volunteering as part of their rehabilitation and recovery process. |
| **Additional information** | Car provided for work purposes, plus mobile phone and laptop. |
| **Date of revision** | February 2018 |

#### ****Background****

**At Step Together we believe in the power of voluntary work as a catalyst for change – in individuals, organisations and society as a whole. We are specialists in the use of volunteering to enable people to overcome disadvantage, to take control of their lives and expand their horizons, enhancing well-being, employability and life satisfaction. Our mission is to enable people of all backgrounds to take positive action to change their lives and the lives of others through volunteering.**

**Our beneficiaries are people who face significant challenges as a result of: critical injury and trauma; leaving the criminal justice system; drug and alcohol misuse; long-term unemployment; mental ill-health; leaving care; homelessness; isolation and disengagement with society.**

**This post will work in our Rehabilitation through Volunteering programme, the objective of which is to support the recovery and transition process for Wounded, Injured and Sick (WIS) service personnel, veterans and their families, enabling them to:**

• Re-connect and engage in and with their local communities

• Improve mental and physical well-being and resilience

• Increase transition to employment or education

**The postholder will be based at the Phoenix House Personnel Recovery Centre in Catterick, although as an outreach post much of the role will be carried out outside of this base. The postholder will also be able to carry out some of the role from home where necessary. S/He will work intimately with staff within the military Personnel Recovery programme, within the prescribed framework agreed between Step Together and the Commanding Officers.**

**Job Description**

The Volunteering Project Manager will be expected to:

1. Continue to develop, expand and administer the Rehabilitation through Volunteering Programme in the North of England, and act as the on-site point of contact for the programme.
2. Work directly with, and alongside, Personnel Recovery staff and service charity representatives who are engaged in the individual recovery programmes for injured servicemen and women, with the primary aim of encouraging and supporting engagement in volunteering as part of the recovery process.
3. Through one-to-one support, group presentations, workshops, visits and follow-up mentoring, encourage wounded, injured and sick servicemen and women (and families where appropriate) to volunteer with the aim of enhancing confidence and personal skills as part of their recovery, rehabilitation and transition to civilian life.
4. Work flexibly. Carry out a range of activities to encourage and support volunteering according to clients’ needs and abilities, including: support with applications, CVs, making calls, visiting charities and attending interviews. Maintain regular contact with clients and staff regarding volunteering applications and placements.
5. Act as the information-and-help point, advisor and mentor for all Armed Forces and veteran volunteers, potential volunteers and their families.
6. Develop and maintain partnerships with other actors in the Recovery Capability sector and promote understanding of Step Together’s programme model.
7. Research possible new referral sources and attend external meetings to establish partnership working arrangements.
8. Develop active links with local charities which may be able to offer voluntary placements and source suitable and viable volunteer opportunities for clients with a range of needs.
9. Maintain client, referrer and charity placement records, recording, storing and sharing information appropriately with regard for confidentiality and safe practice.
10. Collect and record monitoring information required for Step Together’s monitoring and evaluation processes and donor reports, including client statistics, volunteer awareness, placement take-up, medium and long-term outcomes and client feedback.
11. Adhere to Step Together’s Safeguarding policies and procedures at all times.
12. Collate and document good news stories for Step Together website and other marketing strategies including opportunities to encourage serving and veteran WIS to take part.
13. Identify and undertake other appropriate initiatives in agreement with Step Together.
14. Report regularly to the Head of Programmes and to Step Together’shead office.

# Person Specification

# This role will most likely be suitable to those with the following skills and experience:

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| **Essential** | **Desirable** |
| Demonstrated understanding of the Services’ Personnel Recovery Capability environment and the actors involved | Experience of working with, and providing support to, service personnel who have been injured on operations or in training. |
| Demonstrated understanding of military staffing procedures within a command structure | Direct or family experience of service within the military command structure |
| Experience in local UK volunteer work | Experience of working within the charity sector, and networking with other community organisations or charities |
| Excellent communication skills, with the ability to relate to soldiers and veterans of both sexes and all ages, in particular those who are wounded, injured or sick | Good understanding of safeguarding policies and practices relating to vulnerable adults |
| Excellent presentation skills and a friendly, approachable manner | Experience of multi-agency working |
| Good administrative skills, including report-writing, time and workload management | Good IT skills including word, PowerPoint, spreadsheets and Outlook |
| High determination and persistence |  |
| Self-motivation and discipline |  |
| Able to work flexibly, including occasional evenings and weekends where necessary |  |
| Full clean driving license |  |