



JOB DESCRIPTION

Job title	Volunteering Project Manager (VPM) – WIS Rehabilitation through Volunteering Programme
Period of Contract	Initial 12-month fixed term contract, permanent subject to funding
Based	Home based, covering the Wiltshire and Hampshire regions
Working hours	21 hours per week, to be worked over 3 to 5 days per week
Salary	£25,500 pro rata (£15,300 actual)
Holidays	33 pro rata including public holidays (20 actual)
Responsible to	Operations Manager, based in Bristol
Job purpose	To provide 1-1 intensive support to a caseload of wounded, injured and sick (WIS) veteran and service personnel clients across the Wiltshire and Hampshire regions to engage in community volunteering as part of their rehabilitation and recovery process.
Additional information	Mobile phone and laptop provided. Car driver and access to a car essential.
Date of revision	August 2021

Background

At Step Together we believe in the power of volunteering 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.

Step Together has three primary cohorts of beneficiaries, of which Wounded, Injured and Sick (WIS) Veterans and Service Personnel beneficiaries are one. 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.
- Explore their personal potential.

The post-holder will be home-based, and will cover the Wiltshire, Hampshire and closely surrounding areas. This is an outreach post, and so travel will be necessary to promote the service, engage with clients and support them into volunteering placements.

The post-holder will be expected to work in partnership with staff within the military Personnel Recovery Programme, as well as with staff working in organisations that support veterans and their families.

The Volunteering Project Manager will be expected to:

1. Continue to develop, expand and administer the Rehabilitation through Volunteering Programme in the Wiltshire, Hampshire and closely surrounding areas, and act as the point of contact for the programme in the region.
2. Work in partnership with Personnel Recovery staff and service charity representatives who are engaged in the individual recovery programmes for WIS service personnel and veterans, 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 veterans, service personnel (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 WIS Serving and Veteran Armed Forces 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 and interests.
9. Maintain client, referrer and charity placement records, recording, storing and sharing information appropriately on the charity's case management system, with regard for confidentiality and safe practice in line with Data Protection and GDPR regulations and Safeguarding principles.
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 Operations Manager and to Step Together's head office.

PERSON SPECIFICATION

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

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 are WIS
Demonstrated understanding of military staffing procedures within a command structure	Direct or family experience of service within the military command structure
Demonstrated understanding of the veteran community, and the challenges some veterans face	Experience of working with veterans or veterans' organisations
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 service personnel and veterans of all ages and genders, 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 and vehicle	