

1st February 2021

Dear applicant,

Re: Volunteer Coordinator

Thank you for your interest in this role. This information pack provides you with details of the role and how to apply. It contains:

- Covering letter
- Information about London Friend
- Job Description
- Person Specification
- Application Form
- Equality monitoring form

Please read the job description and person specification carefully and ensure that you address all the points in the person specification in your application. **Please do not submit additional documents or send a CV: these will not be considered as part of your application.**

Application is via email only. Word version of the application form and equalities monitoring form is available to download from our website here: <https://londonfriend.org.uk/jobs/>

The closing date for this position is 5pm on Monday 1st March 2021. Applications submitted after this time cannot be considered. If you would like to discuss this role, please contact me by email monty@londonfriend.org.uk (although please note I will be on annual leave from 8th – 22nd February).

Good luck with your application!

Yours sincerely,

Monty Moncrieff MBE
Chief Executive



Information about London Friend

London Friend works to promote the health and well-being of lesbian, gay, bisexual and transgender (LGBT) people. We do this by providing services that support individual LGBT people directly; by engaging LGBT volunteers in the delivery of these services; and by giving our service users a voice to contribute to the strategic development and inclusion of LGBT people within health and care services.

We are the oldest LGBT charity in the UK, set up in 1972.

We want to improve the health and well-being of LGBT people who experience a disproportionately high level of health inequalities compared with the general population. Our services aim to improve health outcomes and allow LGBT people to live more active lives as connected and integrated members of their communities.

We aim to achieve this by providing group and one-to-one support that improves individuals' self-confidence; reduces common mental health issues such as anxiety and depression; improves individuals' engagement in social and physical activities; improves physical health such as reduction in alcohol or drug use, and adherence to HIV medication; and promotes community engagement through volunteering. We also aim to use the experiences of our service users and volunteers to influence improvements in health and care for LGBT people through our strategic partnerships.

London Friend explicitly acknowledges the diverse experiences of LGBT people from different backgrounds, including the impact of intersectional identities and multiple disadvantage. We work in a way that is anti-racist and we are an explicitly trans inclusive organisation, welcoming self-identification, and non-binary people.

We have a small staff team and a large base of around 100 volunteers. We work from our base in Kings Cross and at satellite and partnership venues around London, including several innovative partnerships with NHS substance misuse and sexual health services. We work strategically with other LGBT organisations, and as a member of the National LGB & T Partnership we are an alliance partner to the Department of Health, NHS England, and Public Health England.

London Friend won a GSK IMPACT UK Award in 2016, given to small and medium-sized charities excelling in health and wellbeing. We also won a National Diversity Award in 2014. In 2016 our volunteers were awarded the Queen's Award for Voluntary Service.

London Friend offers generous annual leave entitlement (30 days for full time staff, pro-rata for part-time staff), and makes a 5% employer's contribution to our pension scheme. Please note our building is only partially wheelchair accessible, and access to our office requires a flight of stairs.



Volunteer Coordinator

Job Description

Hours of Work:	35 hours per week (some evening and weekend work included)
Salary:	£29,000 per annum
Contract:	Permanent
Responsible To:	Chief Executive
Responsible For:	Management of volunteers

Role information

This is a rare opportunity to work with London Friend in one of the key roles within the organisation. We have a long and proud history of volunteering within our LGBT communities, with our roots firmly in the community activism that saw LGBT people coming together in the early 1970s to provide the support that was missing in mainstream services.

In 2021 volunteers are still the backbone of our charity and at the heart of everything we deliver. We now have a small staff team, including some staff delivering contracted work, but most of our services remain volunteer led. In 2016 our volunteers won the Queen's Award for Voluntary Service, recognized as "the MBE for groups".

We believe in the strength volunteers bring to our work, particularly those with lived experience of the issues we support. All our volunteers and staff working directly with our service users bring lived experience of being LGBT, and many bring experience of the health issues we support.

Our current Volunteer Coordinator has been in post for over a decade and will retire at the end of April. In 2022 we will celebrate our 50th anniversary as an LGBT organisation. This is an exciting time to join London Friend as we work to address the many impacts of Covid 19 on our service users, and plan to mark 50 years of volunteering.

We're looking for a candidate who can bring enthusiasm and energy to the role, building on our history of volunteer action, able to help us achieve our diversity goals, and ready to take us into our next 50 years.

We particularly welcome and encourage applications from candidates from Black, Asian, and other diverse minority ethnic backgrounds, and from trans and non-binary candidates.

Main Purpose of Job:

1. To manage a volunteer programme which promotes better mental health, wellbeing and connection for lesbian, gay, bisexual and transgender (LGBT) service users and volunteers.
2. To ensure the volunteers' involvement provides them with a rewarding experience, working with other London Friend staff and teams.
3. To recruit, induct, train, supervise and support volunteers from diverse communities that are appropriate to meet the needs of London Friend's service users.
4. To ensure that all volunteers receive regular training, supervision and support.

Main Areas of Responsibility:

1. To promote the wide range of volunteering opportunities offered by London Friend, especially amongst local LGBT and Black, Asian, Minority Ethnic (BAME) communities.
2. To recruit volunteers for London Friend services and ensure that good practice recruitment procedures are followed, including managing appropriate DBS checks.
3. To deliver the volunteers' induction programme and training.
4. To provide appropriate support for volunteers on a day-to-day basis.
5. To support the on-going training for volunteers, provide one to one/extra training sessions where necessary and identify on-going assessment of the volunteers' needs.
6. To produce and update training materials, publicity materials and general volunteer information.
7. To manage and oversee all finances and budget relating to the volunteer programme.
8. To ensure that the monitoring and evaluation procedures of volunteer services are carried out in line with funding agreements.
9. To manage the weekly rotas of volunteers and all administration duties.
10. To facilitate the volunteers' regular feedback meetings.
11. To manage a database to record and monitor service user and volunteers' data and to ensure that effective administration systems for the volunteer programme are developed and maintained.

12. To produce statistical information and written reports for the CEO, the Board of Trustees and funders.
13. To represent London Friend at external events and appropriate forums and to promote the services of the organisation.
14. To maintain a full understanding of London Friend services, policies and issues and to work within policies and procedures.
15. To undertake general work as part of the London Friend team, including office cover and management, answering telephones and emails and providing general information regarding the organisation's services; and to participate in team meetings, sub groups and London Friend activities as required.
16. To receive regular supervision from the CEO and attend training courses as required.
17. To work outside normal office hours on occasional evenings or weekends as required.
18. To carry out any other duties that may be reasonably required in agreement with the CEO.

Conditions:

This job description does not constitute a 'terms and conditions of employment'. It is provided only as a guide to assist the employee in the performance of their job. London Friend is an evolving organisation and therefore changes to the employees' duties may be necessary from time to time.

The job description is not intended to be inflexible or a finite list of tasks, and may be varied from time to time after consultation/discussion with the post holder.

Permanent Contract: 35 hour week (this may include some unsociable hours for which Time Off In Lieu will be given); starting salary £29,000 per annum inclusive of London weighting; annual leave entitlement 30 days per annum in addition to Bank Holidays; any other terms and conditions laid out in the staff policy and procedure handbook.

Volunteer Coordinator

Person Specification

Essential criteria

1. Extensive experience of managing, recruiting, training and supervising volunteers.
2. Understanding of good practice issues in volunteering including supporting volunteer wellbeing that demonstrates an understanding of the value of volunteering.
3. Experience of the health and social care field, with a particular understanding the mental health and wellbeing needs of vulnerable people.
4. A knowledge and understanding of the health and social inequalities that impact on LGBT people including the impact of intersectionality and multiple disadvantage.
5. Knowledge and experience of partnership working to deliver services.
6. Excellent written and spoken communication skills demonstrating the ability to relate to people from a wide range of backgrounds.
7. Enthusiasm and a positive, outgoing attitude with the ability to lead, motivate and inspire others.
8. Self-motivation and a flexible approach to your role
9. Tact and patience
10. Excellent administrative and IT skills, including experience of Microsoft Office; using a client management database; effective use of social media; and numeracy skills with the ability to manage a budget and petty cash.

Desirable criteria

1. Experience of being a volunteer.
2. Experience of volunteering or working in an LGBT organisation.
3. Experience of working with Salesforce databases.



Please complete this form in black ink or type and email it to:

The Chief Executive
Email: monty@londonfriend.org.uk

Please read the job description and person specification before completing this application form.
Please do not attach any additional documents except for the equalities monitoring form
as they will not be included in shortlisting.

APPLICATION FORM

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Application for the position of:

Job Title	<input type="text" value="Volunteer Coordinator"/>	Job Reference	<input type="text" value="VC/02/2021"/>
Closing Date	<input type="text" value="5pm on Monday 1<sup>st</sup> March 2021"/>	Interview Date	<input type="text" value="Friday 5<sup>th</sup> March 2021"/>

For Office Use

Interview Date/Time	1.	2.	Offer/Reject
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Personal

Preferred Pronouns	<input type="text"/>	Surname	<input type="text"/>
First Name(s)	<input type="text"/>	Date of Birth	<input type="text"/>
Address	<input type="text"/>		
Telephone: DAY	<input type="text"/>	EVENING	<input type="text"/>
Email Address	<input type="text"/>		

Present or most recent employment/voluntary work

Job Title	<input type="text"/>	From	<input type="text"/>	To	<input type="text"/>	<i>(if applicable)</i>
Name of Organisation	<input type="text"/>					
Address	<input type="text"/>	Notice Period	<input type="text"/>			
Salary	<input type="text"/>	Other Benefits	<input type="text"/>			
To whom responsible	<input type="text"/>	How many staff are you responsible for	<input type="text"/>			

Brief description of duties

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Please indicate the position of the above job in the organisation within the staffing structure.

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Why do you wish to leave/why did you leave?

--

What formal education, vocational/professional qualifications and training do you have?

You need only be specific about those which are relevant to the post.

Date	Examinations/Qualifications/Training Courses	Training Organisation

Previous work experience/voluntary work

Please start with most recent past experience.

From	To	Organisation's name and location	Your position and brief description of duties	Reason for leaving

Please add further jobs or relevant information to the blank page at the back of this form.

Health

Do you have any health problems that may affect your work?

YES / NO

If YES, please specify

If you have been absent from work for a period in excess of 1 month within the last 3 years, please give details.

Personal Information

Rehabilitation of Offenders Act 1974

Please give details of any current convictions. (Do not include spent convictions)

References

Please give the name and address of two referees, one of whom must be your present/most recent employer (paid or voluntary work) or academic referee. *(We will take up references before making an appointment but not usually contact them before an offer has been made.)*

First Referee:

Name

Address

Occupation/Relationship

*Please tick box if reference can
be taken up at any time*

Second Referee:

Name

Address

Occupation/Relationship

*Please tick box if reference can
be taken up at any time*

How do you meet our requirements?

In the Person Specification are listed the qualities that are required from the successful candidate. In the spaces below, please write in each essential or desirable criterion and then indicate how you feel you meet them.

Person Spec criterion number	Essential 1
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Response

Person Spec criterion number	Essential 2
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Response

Person Spec criterion number	Essential 3
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Response

Person Spec criterion number	Essential 4
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Response

Person Spec criterion number	Essential 5
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Response

Person Spec criterion number	Essential 6
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Response

Person Spec criterion number	Essential 7
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Response

Person Spec criterion number	Essential 8
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Response

Person Spec criterion number	Essential 9
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Response

Person Spec criterion number	Essential 10
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Response

Person Spec criterion number	Desirable 1
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Response

Person Spec criterion number	Desirable 2
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Response

Person Spec criterion number	Desirable 3
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Response

This page is for additional information in support of your application

Declaration

I declare that to the best of my knowledge and belief the information given on this form is correct:

SIGNED

DATE

Due to Covid -19 a typed signature will suffice.

Please note, if any particulars given by you in this application are found to be false or wilfully omit or suppress any material facts, you may be liable to dismissal if appointed.

Please return your completed application form plus the equalities monitoring form to:

Monty Moncrieff MBE, Chief Executive

monty@londonfriend.org.uk

Please note electronic versions of the application form are available on request.

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EQUAL OPPORTUNITIES MONITORING FORM

London Friend is actively opposed to discrimination and is working towards equality of opportunity for all those who use our services.

To help us monitor our policy of equal opportunities, we would be grateful if you would complete this form and return it with your application. It will be separated from your application when it reaches us prior to shortlisting.

I do not wish to answer these questions

Do you identify as:

- Male
- Female
- Intersex
- Other
- Prefer not to say

Does you consider yourself to be trans or non-binary?

- Yes
- No
- Prefer not to say

Which of the following best describes your sexual orientation?

- Gay/lesbian
- Bisexual
- Heterosexual
- Other
- Prefer not to say

What age category do you come in?

- 16-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-over
- Prefer not to say

Do you consider yourself to have a disability? (Please note our offices and current satellite work locations are unfortunately not fully wheelchair accessible.)

- Yes
- No
- Prefer not to say

Are you registered disabled?

- Yes
- No
- Prefer not to say

How do you describe your ethnicity?

- White British
- White Irish
- White Other
- Mixed White/Black Caribbean
- Mixed White/Black African
- Mixed White & Asian
- Black Caribbean
- Black African
- Black other
- Asian Indian
- Asian Bangladeshi
- Mixed Other
- Asian Pakistani
- Asian Other
- Chinese
- Other
- Arabic

What is your current employment status?

- Regular employment
- Unemployed
- Pupil/Student
- Long term sick/disabled
- Volunteer
- Other

Do you have a faith?

- Buddhist
- Christian
- Hindu
- Jewish
- Muslim
- No religion
- Other religion
- Sikh