



Recruitment Information Pack

Volunteer Coordinator

Welcome to Doncaster Mind!

Thank you for your interest in working with us here at Doncaster Mind.

In this pack you should find all the information you need to learn more about us and what we do. This includes:

- More about us, what we believe in and our values
- Our application process
- The job description and person specification
- What we expect from our staff
- What you can expect from us

Our organisation

Doncaster Mind is a passionate and energetic organisation that works to promote recovery from mental ill-health, improved emotional well-being and independent living. We offer a range of both face-to-face and online services from one-to-one support, groups, activities, guided learning and training and volunteering opportunities. We also work with Doncaster council and Rotherham, Doncaster & South Humber NHS Foundation Trust on specialist projects and services.

Our small team really cares about making a difference to the people of Doncaster and we work hard to make a positive change for people's mental health. Last year we helped over 1062 people who are living with mental health problems.

We have been supporting people in Doncaster for over 40 years.

We are affiliated to the Mind network BUT we are not a branch of national Mind – we are an independent local charity that fundraises locally and applies for grants and bids in order to continue our work.

We believe

- No one should have to face a mental health difficulty alone
- We won't give up until everyone experiencing a mental health difficulty gets the support they need and deserve

What people say about us:

"Being able to talk without judgement to my counsellor I've been able to reflect on how my past has affected me. I'm so grateful and now feel able to build my life back up and even help others. This service has been a life saver"

"I wasn't sure what to expect from mentoring but I gained so much from it and my mentor was great."

"I never speak out in groups, but I did - thank you. Keep doing what you have been doing"

"I have lost count now of how many students you have taken on as volunteers. The ones you have speak highly of Doncaster Mind and this is great for their development. Thank you"

"Thank you Doncaster Mind staff I really couldn't be more grateful for all the amazing work and support you do"

A note from our CEO



We are really pleased that you are interested in working with us. Applying for a job can be a big step for a whole range of reasons and we want to make Doncaster Mind a potential work option for as wide a range of people as possible. A diverse staff team creates the value in our services that we want all those we help to experience.

We have included as much information as possible in our pack. If you are interested in a vacancy but are unsure if you should apply, then I strongly recommend you give us a ring. It is equally important that you find out about us as well as us finding out about you!

We are always keen to hear from people who are passionate about mental health and about working to support those who are experiencing mental ill health. Perhaps you have had your own experience of mental ill health and feel that your own learning and journey may help you to support others.

We are proud to be able to celebrate the diversity of our existing team and welcome interest from all cultures and backgrounds that make up Doncaster's community – whether that's for support, for employment, for volunteering or for partnership. We recognise our responsibility to be a force for good and aspire to being a great example of equality, diversity and inclusion in action.

We look forward to hearing from you!

Volunteering at Doncaster Mind

With our mission to make sure no one has to face a mental health difficulty alone, we are proud and privileged to be able to offer a number of differing services, to support individuals and families throughout Doncaster.

Woven within these services are the valuable contributions of time, skills and experience from people who so generously volunteer with us.

There are roles within fundraising, mentoring (adults and children and young people), counselling, group facilitations, admin, governance of the organisation and wellbeing events & activities and within Settle – a project supporting people whose first language isn't English.

Volunteering is a means to envelop the 5 ways to wellbeing; It comprises of connection, getting active, taking notice, learning and giving back. Our volunteers include students of all ages, people who are on placement, learning or have expertise in key areas whilst giving back, as well as people who have retired, those who are looking for work experience and people with lived experience of ill mental health, who wish to support others who may be going through similar circumstances. Regardless of the reason why, we recognise the value of what is shared, and we are extremely grateful for all who offer the gift of volunteering. In return, we provide training, opportunities to develop, peer support and expenses paid, however we are aware we could do more...

This year, Doncaster Mind are keen to diversify and increase our volunteer base to ensure that our organisation represents the communities we support, whilst looking to further enhance the opportunities we provide for those who wish to join our team. To do this, we are recruiting a dedicated Volunteer Coordinator who will take the lead on developing our new Volunteer hub and put us front and centre, for anyone looking for a worthy cause to support.

Could this be you?

The Role

Confident, enthusiastic, passionate and well organised, our new volunteer coordinator will oversee every aspect of the volunteer journey, from advertising and recruitment, induction and training, with ongoing support, through to evaluation and exit when the time comes. You will raise awareness in the community and build new relationships with corporate companies, educational institutions and other support organisations whilst actively promoting the benefits of volunteering to support a person's mental health and emotional well-being.

You will act as first point of contact and welcome enquiries, liaising with staff to identify service needs and matching new volunteers to suitable projects, always working to enhance their experience at every touchpoint.

Our new volunteer coordinator's remit will not be restricted to just one or two services but will instead be responsible for facilitating and supporting the volunteer requirements of each service, organisation wide.

The ability to motivate, mobilise and integrate whilst truly appreciating and recognising a person's contribution will be vital to the success of this role.

Job Description

Job Title:	Volunteer Coordinator
Hours:	37.5hours per week
Salary:	£28,033.75
Contract:	Permanent
Responsible to:	Service Manager
Responsible for:	Volunteers, including students on placement
Hybrid working	Following successful completion of probationary period, there may be opportunities to work from home as and when the services/organisation allows. This is usually based on 1 day per week
Annual Leave	25 days leave plus an additional 8 bank holidays, rising to 30 days (1 day per year after 3 years of continuous service) to a maximum of 30 days.
Aim of the post:	To support the overall operations of Doncaster Mind by recruiting, training and maximising the experience of all volunteers who are able and willing to offer their time, skills and resources to the services provided to clients, across the organisation.
Main deliverables:	
<ol style="list-style-type: none"> 1. Provide a first point of contact for all people wishing to volunteer their time, skills or resources to Doncaster Mind 2. Be responsible for each stage of volunteer experience, to include, advertising, interviewing, recruitment, onboarding, training, enrichment, regular supervisions and evaluation of experience as well as exit when the time comes. 3. Oversee and support the experience and contribution of students volunteering on placement, including the funded counselling service. 4. Facilitate connections with local services, corporate partners, and other support organisations. 5. Ensure all volunteers are embedded as part of the overall team 	

Main duties:

- Work closely with each service to identify opportunities and need for volunteer staff
- Facilitate successful volunteer recruitment drives in response to service needs including around key awareness days
- Oversee the Volunteer inbox, responding to volunteer enquiries in a timely manner.
- Assess Volunteer applications for suitability and compatibility
- Foster new relationships with corporate and local organisations to encourage volunteer engagement
- Attend relevant meetings and drop-ins with community partners and other organisations
- Lead on planning and coordinating the annual volunteer week activities/events, working with the wider staff team to support amplification of the campaign
- Work with the marketing team to advertise and raise awareness of Volunteer opportunities within the organisation
- Work with Coordinators to support people transitioning from volunteer roles to other opportunities within the organisation
- Be a main point of contact for Doncaster Volunteer Bank
- Line manage, with the support of the Service coordinators, all volunteers to include students on placement and in doing so, carry out 121 supervisions, and ensure our in-house CRM database is up to date
- Seek opportunities to enhance and improve the experience of those who volunteer with Doncaster Mind
- Carry out DBS checks
- Authorise volunteer expenses
- Communicate team updates and organisational news
- Facilitate volunteer peer support activities
- Create and maintain a schedule of volunteer opportunities
- Create content and postings for social media
- Attend regular team and whole staff meetings
- Complete weekly updates and monthly service reports
- Escalate any safeguarding/crisis concerns to the appropriate agency/manager
- Capture feedback regularly
- Work to ensure that Doncaster Mind is embedded within the Doncaster volunteer landscape

General duties	
<ul style="list-style-type: none"> Promoting equity in health by working in partnership with individuals and groups that face barriers to good health Acting as an ambassador and represent Doncaster Mind at external functions, events to a minimum of four per year. Being familiar with the Doncaster Mind 'Code of Conduct' and ensure that it is followed at all times both by staff, volunteers and clients. Participating in supervision and internal/external staff development including mandatory training related to the role. Taking responsibility, with colleagues, for ensuring that all Health and Safety, Safeguarding, Information Gathering and Equality & Diversity requirements are met, and all other Company policies complied with. Attending and contributing to regular team meetings. Ensuring understanding of and compliance with all Doncaster Mind's policies and procedures. Working in alignment with the aims, objectives, and core values of Doncaster Mind. Undertaking any other duties that may from time to time be reasonably required. 	
Working within Doncaster Mind values	
<ul style="list-style-type: none"> Ensure a commitment to quality, working within Doncaster Mind's policies and procedures Actively engaging within supervision Contribute to the wider development of Doncaster Mind Be a champion for mental health Working collaboratively across all Doncaster Mind services to help achieve the strategic vision of the organisation <p>The postholder will carry out any other duties which are within the scope, spirit and purpose of the job as requested by the line manager. If duties and responsibilities change, the job description will be reviewed and amended in consultation with the post holder.</p>	
Essential qualifications:	n/a

Person specification

Don't just tell us how you meet the specification – show us! Feel free to tell us about projects you've worked on, awards you've won, training you've undertaken, developments you contributed to. Feel free to add photos and videos

Knowledge, Skills, and Experience	Where this will be evidenced Application (A), Interview (I), Exercise (E)
Demonstrable experience of working with volunteers	A, I
Experience of running recruitment drives	A, I
Good knowledge of local area	A, I
Knowledge and understanding of mental ill health and recovery	A, I
Good understanding of what motivates a person to volunteer	A, I
Experience of line managing staff and/or volunteers	A, I
Experience of working within the community	A, I
Demonstrable experience of working effectively with external organisations/businesses and building networks	A, I
Demonstrable ability to build trust and respect with a variety of audiences	A, I
Awareness of Data Protection issues and the ability to work with confidential sensitive information	A, I
Proven ability to work on your own initiative, identifying potential problems and applying the appropriate solutions	A, I
Experience of creating social media campaigns and awareness of platforms/programs	A, I
Ability to be creative and generate ideas	A, I
Experience of attending, arranging and or supporting events and volunteer activities/enrichment	A, I
Experience in working as part of a team	A, I
Awareness of safeguarding procedures	A, I

Practical Skills	
Ability to manage competing demands	A, I
Strong interpersonal skills	A, I
Excellent verbal and written communication skills	A, I
Significant and demonstrable organisational skills	
Able to use social media and marketing tools, Canva, Hootsuite, etc.	A, I
Proficiency in use of software packages to an intermediate level: MS Outlook, Word, Excel, PowerPoint and other databases	A, I
Awareness of professional boundaries with individuals and organisations at all times	A, I
Ability to work under pressure and to tight deadlines	A, I
Values and Attitudes	
Non-judgmental approach to people	A, I
Positive and conscientious attitude to work	A, I
Positive attitude to change, learning & development	A, I
Empathy for the client group; This includes a wide range of people including those with mental health problems, including victims, perpetrators & ex-offenders, those from minority backgrounds and cultures, and those with additional needs.	A, I
Willingness to offer some flexibility in working hours	A, I
A clear commitment to the values of Doncaster Mind and the voluntary sector	A, I
Self-awareness of own competencies, practical needs and personal resilience, and willing to seek help with these where necessary	A, I

* Experience – you should be able to draw on four or five different examples you could use to describe your experience*

*Significant experience – you should be able to comfortably draw on a range of experiences from a number of different situations learnt over a period of time

Our application process

We prefer to have a conversation with you about the role before you apply. We know application forms take ages to fill in, and you may also be worried that your skills and experience might not be a good fit.

We absolutely want to make our roles as accessible as we can to the widest range of applicants, so these conversations give you the opportunity to ask questions, check your skills and experience against the role, and find out more about the application process.

Book a phone conversation with us before you apply, and we will talk you through the role, how your skills and experience might fit our job description and person specification and talk you through how to complete the application form.

Please email julie.poland@doncastermind.org.uk to arrange a call.

You don't have to have this phone call if you'd prefer not to, but we recommend it. That way you know if what you can offer us is a good fit for this role, and you know what we will be looking for when we shortlist our applications.

Once you've submitted your application form, we will compare your application to what we're looking for with our person specification, and if they're a good fit, we'll contact you for an interview.

Closing date for informal telephone discussions: 2nd July 2025

Closing date for written applications: 7th July 2025 – 5pm

Interview date: Week beginning 14th July - TBC

What we expect from our people

Our clients and colleagues are really important to us. We want Doncaster Mind to be a great place to work and to receive services from, so we have some expectations of our staff.

You will:

Put our clients at the heart of your work: Our clients are always front and centre of the decisions we make, and all the work we do is to enhance their lives, progress mental health awareness and reduce stigma. As part of the Doncaster Mind team, we will expect you to put clients at the centre of your work

Be empathetic and compassionate: You feel able to walk alongside someone else and appreciate what they are going through, even if this is different to your own experience. You do this with compassion and kindness

Value difference: Whether this is a protected characteristic or a different point of view, you will embrace diversity and value the differences and contributions we all bring

Champion equity: Whenever you are representing Doncaster Mind, we expect you to be championing equity in mental health services, and equity across all communities for good quality mental health services

Be non-judgmental: Mental health and wellbeing can be sensitive and challenging subjects. Everyone experiences mental health differently and we all bring a non-judgmental approach to our work. You may also need to challenge others' stigmatising views in a gentle and non-judgmental way.

Be open and transparent: You're honest with our clients about what help we can give, and open about our expectations of them. You give your views generously and equally listen to others.

Be prepared to muck in!: We're a team and sometimes the unexpected happens. We expect all of our people to support each other, and this might mean you end up doing something you didn't expect to do, within reason!

What our staff can expect from working with us

We're a friendly team who are passionate about improving mental health for everyone. So you'll be joining a group of like-minded people working together for a common cause. Whether it's tea and cake in our staff room, or a quick catch up on Teams you can be assured of joining a welcoming organisation with wellbeing in mind.

We offer a range of benefits:

- Hybrid/Flexible working: Most of our roles offer hybrid working arrangements, with the exception of a few fully office-based roles. There is a usual expectation of some office-based work in our hybrid roles, but this depends on the role. Please check the role requirements at interview. If you prefer to be fully office based, you also have this option
- Annual leave: 25 days annual leave (excl. bank holidays). On completing 3 years continuous service at Doncaster Mind, full time employees are entitled to an additional 1- day annual leave per year up to a maximum of 30 days. All leave is pro-rated for part-time employees. We also offer additional compassionate and special leave.
- Pension contribution: Doncaster Mind pays 3% employer pension contribution
- Professional body membership fees: Where this is an essential part of your role, you can claim these back
- Working in a values-based organisation: We are constantly trying to evolve and find ways to live our values. This means sometimes we will all get it wrong, and we will all learn together
- Personal development: We are a small but ever-developing organisation, always seeking to work in new areas and on new projects. As such there are plenty of opportunities to work across service boundaries, learn new roles and work on new projects.
- Casual uniform: We want our staff to feel comfortable at work and encourage casual but respectful clothing to be worn.