

# Take Back Your Mind UK | TBYMUK

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## Volunteer Services Manager

**Position Overview:** As the Volunteer Services Manager at Take Back Your Mind UK, you will play a key leadership role in overseeing and enhancing the volunteer program. You will ensure volunteers are supported and empowered to fulfil their roles effectively. This is a rewarding and dynamic voluntary position for individuals who are passionate about people management, and making a meaningful difference.

### Key Responsibilities:

#### 1. Volunteer Recruitment and Onboarding:

- Lead the recruitment process for volunteers by creating role descriptions, posting role openings, and conducting interviews.
- Monitor the onboarding process, ensuring all necessary documentation is collected (e.g., ID, Right to Work, DBS checks) and that volunteers are fully prepared for their roles.
- Ensure all new volunteers are appropriately introduced to the organisation and have relevant access to resources.

#### 2. Volunteer Support:

- Act as the primary point of contact for volunteers, providing ongoing support and guidance throughout their time with the organisation.
- Maintain a positive volunteer experience, addressing any concerns and ensuring volunteers feel valued and appreciated.
- Promote feedback to gather insights into volunteer satisfaction and continue our continuous improvement project 'Improving the Volunteer Experience'.

#### 3. Training and Development:

- Identify opportunities for volunteer growth and development, including mentorship and leadership opportunities.

#### 4. Volunteer Records and Documentation:

- Maintain accurate and up-to-date volunteer records, ensuring compliance with legal and organisational requirements.

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- Oversee the management of volunteer-related documentation, including ID, DBS certificates, and volunteer agreements.

## 5. Policies and Procedures:

- Assist in the development and implementation of policies and procedures for volunteer management, ensuring they align with the organisation's mission and values.
- Provide guidance to volunteers on policies and ensure consistency in their application across the organisation.

## 6. Team Leadership:

- Lead and manage a team of volunteers, providing guidance and support as needed.
- Foster a collaborative and inclusive team culture that prioritises the well-being of volunteers and the achievement of the organisation's goals.

## Skills and Qualifications:

- Proven experience in volunteer management, human resources, or a related field (desirable).
- Strong organisational and time management skills with attention to detail.
- Excellent communication skills, both written and verbal, with the ability to engage with diverse groups.
- Ability to work independently as well as part of a team, providing leadership and support to others.
- Proficiency in using digital tools (e.g., Google Workspace).
- Strong problem-solving skills and adaptability in a dynamic environment.
- A passion for working with volunteers and a commitment to the mission of Take Back Your Mind UK.

**Additional Information:** This role provides a unique opportunity to make a significant impact on the success of Take Back Your Mind UK and its volunteer program. While this role description outlines the core responsibilities, there is room to take on additional tasks, projects and initiatives as part of your contribution to the organisation's growth and development.