

**open door** 

# Candidate Pack

**Volunteer  
Manager**

# Want to do something amazing?

Open Door is one of Merseyside's most dynamic and progressive independent charities committed to shaping change in mental health. Based in Birkenhead, we deliver a holistic and creative programme of services that support the wellbeing and mental health of young people and families, using innovation, arts and culture as catalysts for change.

All our programmes are free of charge and we have no waiting lists; we are committed to providing free, fast and effective mental health support at the point that people need it most. Our beneficiaries join our organisation as 'members' and can access a wide range of services including workshops, activities and individual support. Our offer is engaging and versatile, providing choices that aren't available through conventional mental health services.

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**We apply creativity and innovation to everything that we do; our services are led by a dynamic team of staff and trained peer mentors who, using their own personal experiences and a range of effective tools and programmes, support individuals through to better times.**

We have two main sites in Birkenhead, and over the past 14 years have grown to become one of the largest independent providers of talking therapies in Merseyside and one of the most progressive organisations of our kind in the UK.

We were awarded the Queens Award for Voluntary Service in the 2019 Honours List, the Investing in Volunteers Chartermark in 2019 and most recently we were named as a winner of the prestigious Kings Fund x GSK Impact Awards for our excellent work in health and wellbeing.

Open Door is all about empowerment, culture and opportunity. Not only do we offer support services for our members, but we also provide our local community with a creative and social space, Bloom Building. From Bloom, we offer hot-desking, workshops, tenancies and more. We host art exhibitions, an eclectic events programme and a network of cultural and health partners who work together with Open Door to co-create a vibrant programme of activities for new and existing members, taking mental health support out of traditional, clinical models and into the heart of engaging, non-stigmatising arts and culture.

Our organisational values are:

- Human
- Fire
- Visionary
- Professionalism





# Our vision

What we hope to achieve in the longer term

Together our members, mentors and staff transform cultures around mental health. The times when we need support become moments of meaningful change. We all have opportunities to connect with brilliant people, transformative tools, and inspirational places.

## Our mission

Why we are here and what we do

Open Door exists to shape meaningful change in mental health. We create inclusive communities, joyful places and evidence-based programmes that empower people to be mentally well. What we do first-hand in Merseyside, we share with others, inspiring change across the UK.

Creativity and shared experience is at the heart of everything we do; we innovate, we collaborate, and we push for lasting change.

## Our future

Open Door Charity has been through a significant period of development over the past three years; we've taken on new projects and commissioned services supporting families and care experienced young people, we've significantly grown our staff and volunteer team and operate from two main sites in Birkenhead. We have established a robust senior leadership team, governed by a strong board of trustees and have just passed our 14th anniversary. We have some exciting projects in the pipeline and now is a great time to join the Open Door Charity to help us on the next stage of our development.

In our most recent staff survey, our team reported:

**100%**

of staff feel valued by their manager.

**100%**

of staff feel they are part of a supportive team and have good working relationships.

**100%**

of staff feel positive about the work they are doing at Open Door.

## A place to develop

Open Door Charity strives to be the best job you ever have. We understand that when we recruit passionate, driven and ambitious people we won't be the last stop in your career journey. We are committed to ensuring your time with us is as transformational and developmental as it can be for the charity and for your personal and professional development.

The ways we achieve this include:

- Access to networking events within the third sector and beyond
- Access to training opportunities within your role
- Regular one to one meetings with your line manager

“ODC is in a hugely exciting place.

We have been in the world for 14 years, delivering a dynamic and holistic package of services that are helping set the tone nationally in how mental health can be supported, where the mental health conversation sits and the power of deep human connection and collective experiences to bring about tangible change in peoples lives.

We have large scale commissioned projects which we now deliver independently and alongside regional and national partners, and are pressing ahead with creating what we believe will be the most progressive and spectacular wellbeing and creativity environment in the UK - Joy.

To achieve all of this we need the best people to come on board, so have focused efforts and resources in recent years on creating a workplace which is exciting, challenging and fun to be in, gets the best out of its people, supports one another and has the achievements of our people’s purpose front and centre in our approach.

We will do everything we can to make this the best job you will ever have. We look forward to hearing from you.”

**Lee Pennington - Charity Director**



# Job description

Role: Volunteer Manager

Working pattern: Full-time 37.5 hours per week, Monday-Friday. Session delivery hours on Tuesday, Wednesday, Thursday can run until 7pm

Contract type: Permanent

Location: Bloom Building, Birkenhead

Salary: £30,000-£32,000 dependent on experience

\*Dependent on a successful 3-month probationary period, demonstrating ODC values and excellent execution of responsibilities.

Other benefits:

- 25 days annual leave (pro rata) excluding bank holidays, plus annual Christmas shutdown
- Weekly staff yoga
- Opportunity to take part in quarterly team away days
- Cycle to work scheme
- Wellbeing support available
- Free eye tests

# Role Overview

The Volunteer Manager leads both the strategic development and day-to-day coordination of Open Door's volunteer programme, ensuring it aligns with the charity's mission and operational needs. They identify where volunteers can add the most value, develop clear and meaningful role descriptions, and establish policies and processes that promote best practice, inclusion, and safeguarding.

They oversee the full volunteer lifecycle, including recruitment, onboarding, training, supervision, and ongoing support. By ensuring volunteers are well-prepared, clearly guided, and appropriately resourced, the Volunteer Manager enables them to contribute confidently and effectively across the organisation.

Beyond coordination, the Volunteer Manager fosters a positive and engaging volunteer culture. They maintain open communication, address concerns with care, recognise contributions, and encourage feedback, building a motivated, skilled, and committed volunteer workforce that strengthens organisational capacity and enhances the charity's impact.

# Main Duties and Responsibilities

## **Volunteer Recruitment, Onboarding & Role Development:**

- Develop and implement recruitment strategies to attract a diverse range of volunteers.
- Generate volunteering opportunities and create clear, accurate role descriptions based on organisational needs.
- Promote volunteering opportunities internally and externally through campaigns, events, and social media.
- Recruit, interview, and match volunteers to appropriate roles.
- Carry out pre-volunteering checks, including references and DBS checks where required.
- Organise and deliver inductions, orientation sessions, and training for new volunteers.
- Deliver comprehensive training sessions for all Open Door services, taking responsibility for planning, facilitating, and evaluating training delivery.
- Conduct debrief interviews for departing volunteers.
- Develop strong relationships with other volunteering organisations, community-led groups, and VCS infrastructure bodies to maximise partnerships opportunities.

## **Volunteer Coordination & Support:**

- Create and manage volunteer schedules and rotas to ensure adequate coverage for programmes and events.
- Provide ongoing support, supervision, and development opportunities for volunteers.
- Communicate regularly with volunteers to provide updates, instructions, and guidance.
- Organise regular volunteer social activities that promote community and reflect the charity's values.
- Run a quarterly volunteer forum to capture feedback, ideas, and suggestions for service improvement.
- Address volunteer concerns, conflicts, or performance issues with professionalism and care.

# Main Duties and Responsibilities

## (continued)

### **Training, Development & Engagement:**

- Identify training needs and coordinate ongoing learning opportunities.
- Ensure volunteers understand organisational policies, safeguarding requirements, and expectations.
- Foster a positive, inclusive volunteer culture that encourages engagement and retention.
- Recognise and celebrate volunteer contributions through events, awards, and appreciation initiatives.

### **Programme Management & Cross-Organisational Collaboration:**

- Evaluate the effectiveness of the volunteer programme and implement improvements.
- Consult with managers across the organisation to identify volunteer needs and create roles that add value.
- Attend meetings and contribute to discussions on volunteer involvement and programme development.
- Support with complaints or safeguarding incidents relating to volunteers.
- Provide insight and expertise on volunteering for funding bids, cross-departmental projects and, organisational strategy.

### **Administration, Monitoring & Compliance:**

- Maintain accurate volunteer records, including hours, roles, training, and compliance documentation, using the organisations CRM and data systems.
- Develop systems to monitor and evaluate volunteer activity and impact.
- Ensure policies and procedures relating to volunteering, including safeguarding and risk assessments, are up to date.
- Prepare reports for senior staff, trustees, or funders on volunteer engagement, impact, and retention.
- Manage resources and budgets related to volunteer activity, including reimbursement of expenses.
- Keep up to date with legislation, policy, and best practice relating to volunteering.

# You will be a great fit if...

## **You have this experience:**

### **(Essential – E, Desirable – D)**

- Managing volunteers or teams (E)
- Working in the nonprofit, charity, or community sector (D)
- Coordinating recruitment and induction of volunteers (E)
- Supporting and developing volunteer roles (E)
- Monitoring and evaluating volunteer programmes (D)
- Overseeing day-to-day operations or managing projects (D)
- Delivering programmes or activities that engage communities (D)

## **You have these skills:**

- Strong interpersonal and communication skills (E)
- The ability to organise, prioritise, and manage multiple tasks (E)
- Competence with scheduling tools, databases, and volunteer management systems (E)
- Training or certification in volunteer management (D)
- Conflict resolution and problem-solving skills (E)
- Ability to plan and deliver training or development sessions for volunteers (D)
- Reporting, record-keeping, and maintaining compliance (D)
- Supporting events or activities and ensuring smooth delivery (D)

# You will be a great fit if...

## **You demonstrate these behaviours:**

- Empathy, patience, and the ability to motivate and support others (E)
- Approachable, supportive, and people focused (E)
- Confident decision maker with sound judgement (E)
- Passionate about community engagement and service (E)
- Adaptable, proactive, and calm under pressure (E)
- Commitment to safeguarding and inclusion (E)
- Encouraging a positive volunteer culture and teamwork (E)
- Collaborative approach, working effectively with colleagues, partners, and stakeholders (D)

# Any questions, get in touch

Email us:

[vacancies@opendoorcharity.com](mailto:vacancies@opendoorcharity.com)



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REGULATOR**

We are committed to having a diverse workforce and promoting equality, however, this is a work in progress, and we know we still have a way to go. We value and respect all differences in all people (seen and unseen) and we aspire to inclusive working experiences and an environment that reflects the communities we serve, where our people have equal access to opportunities, their voices are heard and they can contribute to our future.

We actively encourage applications from care leavers, BAME and LGBTQ+ candidates, those from lower socio-economic backgrounds, and those with a disability. If you are called for interview and have any accessibility requirements, please let us know.

To register your interest, please send a copy of your CV, completed equality & diversity form and cover letter outlining how you meet the requirements through to [vacancies@opendoorcharity.com](mailto:vacancies@opendoorcharity.com).

**We look forward to hearing from you!**



[www.opendoorcharity.com](http://www.opendoorcharity.com)

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