

INFORMATION PACK

Volunteer Development Lead





WELCOME

A few words from our CEO

Thank you for your interest in our organisation and this role.

We're proud to have directly helped 27,000 local people this last year, more than we've ever supported. We've been working in local communities to improve mental health and wellbeing for 30 years and during that time our support has evolved, enabling us to help people in new and impactful ways.

We believe everyone has the right to enjoy good mental health and our team of trusted professionals provide expert support to help people lead full and happy lives. What's more, we campaign locally to improve services, raise awareness and promote understanding of what good mental health looks like.

Ours is a vibrant organisation to work for and our staff are our most important asset. We know just how important the benefits of a mentally healthy workplace are. So, it's only natural that our people and our culture are at the heart of all we do. Staff wellbeing is a high priority for us and we take great care and pride in making sure that everyone who works with us feels valued and supported. We're dedicated, friendly and open, working together to improve the lives of local people experiencing mental health problems.

I hope you'll be interested in joining our team once you've read this pack and I look forward to meeting you.

Emma Howitt
CEO

Our Values

CARING

We genuinely care about local people and the work that we do. We treat people with respect and dignity.

WELCOMING

It can be difficult to ask for help and there is still much stigma associated with mental health. When people come to us for support, our response is warm and welcoming. Our staff and volunteers are helpful and friendly. We don't judge people.

TRUSTWORTHY

People trust us with their personal stories. We appreciate this isn't easy and are grateful for people's confidence in us. We take confidentiality very seriously.

DETERMINED

We are committed to finding the best support for local people. We can tailor our services to meet their needs as we know finding help for mental health issues can be difficult. If we can't help then we'll find the right support from other local organisations where needed.

PROFESSIONAL

All our staff and volunteers are skilled in the work they do and are supported by us. We're constantly working to ensure our environment is safe and beneficial to you.



“The feedback I received was that my volunteering experience really stood out. It gave me great real-world examples to talk about and showed my commitment to supporting vulnerable individuals.”

Kristen, 24, Middlesbrough

Volunteer Development Lead

Are you passionate about making a real difference in your community? Do you believe in the power of volunteering to transform lives? Teesside Mind is on an exciting journey to expand and elevate our volunteering programme — and we're looking for a dynamic, driven individual to lead the way.

As our Volunteer Project Development Lead, you'll play a pivotal role in shaping the future of volunteering at Teesside Mind. You'll help us grow our volunteer base, enhance the volunteer experience, and showcase the incredible impact volunteers have on mental health and wellbeing across Teesside.

Main Duties

This is a varied and rewarding role where no two days are the same. You'll be:

- Leading the delivery of our Volunteering Strategy and driving progress against our action plan.
- Supporting and expanding current volunteer projects while developing exciting new opportunities.
- Acting as the go-to contact for volunteers and project leads, offering guidance and support.
- Recruiting and inducting new volunteers, ensuring they feel welcomed and empowered.
- Promoting volunteering both internally and externally, building strong partnerships with universities, volunteer hubs, and community organisations.

- Championing volunteer recognition, organising peer support sessions, social events, and awards to celebrate their contributions.
- Educating staff on the value of volunteers and integrating them into the wider Teesside Mind team.
- Maintaining quality standards, updating materials, gathering feedback, and refining processes to ensure a top-tier volunteer experience.
- Driving diversity, collecting and using data to ensure our volunteer base reflects the communities we serve.
- Supporting influence and participation, helping people with lived experience get involved in shaping our work.
- Exploring digital volunteering, identifying ways technology can open up new opportunities — including remote volunteering.
- Seeking funding, identifying opportunities and supporting bids to grow our volunteer initiatives.

Why Join Us?

At Teesside Mind, volunteers are integral to our work. This role offers the chance to lead meaningful change, work with passionate people, and help build a stronger, healthier community. You'll be part of a forward-thinking organisation that values innovation, inclusion, and impact.

Person Specification Criteria

Experience & Qualifications	Essential	Desirable
Educated to A level equivalent	●	
Volunteer management qualification		●
Experience working with diverse communities and promoting inclusive practices	●	
Experience of securing funding or contributing to funding bids		●
Lived experience of mental health challenges or experience working alongside people with lived experience		●
Experience of working in partnership with universities, volunteer hubs, or community organisations		●

Knowledge	Essential	Desirable
Understanding of the role volunteering plays in improving mental health and wellbeing	●	
Knowledge of safeguarding, data protection, and volunteer management best practices	●	
Familiarity with influence and participation strategies in mental health services		●

Skills and Competencies	Essential	Desirable
Excellent communication and interpersonal skills — able to build trusting relationships with volunteers, staff, and external partners	●	
Strong organisational and project management skills — able to work professionally and efficiently across multiple priorities	●	
Confident in delivering training, inductions, and presentations in a welcoming and engaging manner	●	
Ability to collect, analyse, and report on data to inform service development	●	
Comfortable using digital tools to support volunteer engagement, including remote volunteering	●	

Other Personal Qualities	Essential	Desirable
Demonstrates empathy and a commitment to supporting individuals in distress	●	
Creates a safe, inclusive, and respectful environment for all	●	
Acts with integrity, maintains confidentiality, and leads by example	●	
Upholds high standards of conduct, accountability, and service delivery	●	
Shows resilience, initiative, and a proactive approach to problem-solving and service development	●	

Main Terms and Conditions

Job Title:

Volunteer Development Lead

Contract:

Fixed Term - 2 Years (potential to extend dependent upon funding)

Responsible to:

Deputy Chief Executive Officer

Hours:

Part time 18.5 to 20 hours per week

Salary:

£30,878.33 per annum, plus contributory pension scheme

Location:

Teesside

Disclosure:

The post holder is required to provide suitable references, undertake an enhanced DBS check with subsequent rechecks and completion of a 26-week probationary period.

How to Apply

If you would like to find out more about this opportunity, please call 01642 257 020 to speak to Kerry Robinson.

Please complete the application form on our website.

**Closing date for applications:
Monday 29th September 2025**

Standard benefits:

- Defined salary according to job evaluation and Teesside Mind pay scales
- Contributory pension scheme
- Travel expenses in line with HMRC

Enhanced benefits:

- Access to EAP wellbeing service
- Holidays commence at 26 days plus 8 BH and increase with length of service up to 32 days plus 8 BH*
- Up to 2 days (15 hrs) off for volunteer / charity work*
- Up to 3 days (22.5 hrs) off for time off to care for dependants*
- Up to 6 hrs for medical appointments*
- Up to 2 weeks of bereavement leave for the death of a close/immediate family member*
- Enhanced Maternity, Adoption, Surrogacy, Paternity pay
- Free parking at Middlesbrough and Stockton offices (subject to availability)
- Access to financial rewards and discounts for high street shops, restaurants, holidays etc.

Other Family Friendly Benefits:

- Flexible working**
- Hybrid working**
- Other time off including but not limited to carers leave or parental leave either paid or unpaid as defined by statutory provisions.

Personal Development:

- Monthly supervision and a personal development plan (with and without funding - subject to approval)
- Annual development day for staff and volunteers

All essential job criteria are subject to reasonable adjustments in line with the Equality Act 2010

- *All benefits are pro-rata for part time or part year contracts
- ** Subject to meeting the needs of the individual, the team and service delivery

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