## **Director of Volunteer Welfare**

## **Core Responsibilities**

### **Volunteer Wellbeing and Emotional Support**

* Oversee and ensure the emotional welfare of all volunteers across Haven Hub CLG branches.
* Facilitate access to appropriate supports such as debriefing sessions, supervision, and personal counselling when needed.
* Maintain regular contact with volunteers to assess their wellbeing, needs, and ongoing suitability for their roles.

### **External Supervision & Support Services**

* Liaise with external agencies to arrange adequate supervision and mental health supports for both volunteers and members of the Board of Directors.
* Assist in arranging supports and forming sub-committees where necessary to prevent burnout among volunteers, directors, or committee members.

### **Student Placement Oversight**

* Oversee psychotherapy and other students on placement within the organisation.
* Ensure the follow-up service provided by placement students is running effectively.
* Manage placement-related responsibilities including tracking of hours, regular check-ins, and completion of all necessary paperwork.

### **Board Welfare and Capacity Management**

* Promote the overall welfare of the Board of Directors, encouraging each member to engage with appropriate training and wellbeing supports.
* Advocate for a balanced distribution of responsibilities across the Board to avoid over-reliance on individual directors.

### **Volunteer Disciplinary and Complaints Handling**

* Handle all complaints raised by or about volunteers.
* Lead on volunteer disciplinary actions where necessary, in collaboration with the Communications Director when appropriate.

## **Operational Commitments**

* Complete all mandatory volunteer training (e.g., Induction, Child First, Safeguarding etc).
* Provide regular reports at Board meetings detailing the status of volunteer wellbeing and related activities.
* Attend at least 70% of committee meetings.
* Only cast a vote on the Board of Directors in the event of a tie.

## **Legal Duties**

* Ensure Haven Hub CLGis fulfilling its charitable purposes for the public benefit.
* Comply with the organisation’s Governing Document and charity law.
* Be accountable for your actions and ensure legal compliance across all activities.
* Manage the charity’s human and emotional resources responsibly.
* Act in the best interests of Haven Hub CLG at all times.
* Carry out duties with reasonable care, diligence, and professional skill.

### **Essential Skills and Experience**

* Proven ability to dedicate sufficient time for Board duties and consistent engagement with volunteer matters.
* Strong understanding of governance standards and a commitment to upholding best practice in volunteer welfare.
* Strategic thinking skills, particularly in managing volunteer structures and burnout prevention.
* Background or training in counselling, supervision, HR, psychology, social care, or a related field is highly desirable.
* Excellent interpersonal and communication skills, with the ability to provide compassionate leadership.