**Volunteer Role: Student & Mentor Welfare Coordinator x2**

**Purpose of the role:**

To Work with the Welfare and Wellbeing Officer, the Student Advice Centre, and the University’s Welfare team to ensure that welfare is considered across the welcome programme.

Ensuring mentors have all the required signposting information to hand as well as actioning logs of students that mentors are concerned about during the week so that this info can be passed back to the Residential team within the hall to follow up on. To coordinate a small team of welfare administrators during the welcome programme to support following welfare procedures.

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| **What you will be doing in the role** | |
| **Planning** | As welcome committee representatives on the Welcome Welfare & Volunteers Working Group ( made up of UoNSU staff & Elected Officers )   * **Review** the 2021 Welcome Programme and subsequent feedback/reports received * **Identify and agree** core welfare considerations for volunteer and students within the welcome programme * **Agree** a plan of action to address core considerations within the working group * **Liaise** with key stakeholders within UoN * **Develop** a proposal of welfare support and content for the Welcome Programme 2021 |
| **Implementation** | * **Agree timescales** and allocation of tasks relating to the welfare **action plan** * Work through your own agreed tasks within timescales * **Review** against timescales regularly * Provide **regular updates** to fellow committee members * **Working with** the SU Welfare officer and SU Advice to prepare training for mentors on welfare related issues. |
| **Delivery** | * Work within a **rota system** for welcome committee members to support the day to day running of the Welcome Programme * Attendance at **some night time** events to support committee and mentors to monitor and manage student wellbeing * **Attendance** and delivery at **mentor training** to share relevant information and build relationships with mentors. * **Manage allocated teams** of mentors, liaising regularly with the lead mentors to ensure systems and processes are being followed * **Monitoring and managing** of the welfare logs with support from UoN and UoNSU staff * Being the **key point of contact** on the committee for the mentor teams allocated to you, problem solving and troubleshooting with Lead Mentors to overcome any obstacles that are presented during the week |
| **Skills, experience and qualities needed** | |
| In order to properly carry out this role, it is vital that you have a mix of the following skills:   * Previous experience of Welfare Volunteering * Experience of team working * Solid planning and organisational knowledge * Empathy and Understanding of welfare and wellbeing issues experienced by students * Excellent written and verbal communication skills * A commitment to Equality, Diversity, Inclusion and Fairness | |
| **Timeline** | |
| **Period 1** | From February there will be regular commitments including attending the fortnightly Events Working Group meetings and attending a programme of training to help equip the role.  March & May will involve taking part in the recruitment of new Welcome Mentors, this will require committee members to be available to spend at least 4 hours involved in the process. |
| **Period 2** | 26th April – 18th June (acknowledging that exams will take priority for committee members particularly between 17th May and 4th of June) will involve various administration tasks and meetings to ensure that all planned activities and events related to the welcome programme are arranged prior to the end of term. |
| **Period 3** | Week commencing the 6th September will involve final plans, meetings and briefings throughout the week.  Week commencing the 13th September will require committee to be available to be involved in the 3 day training programme for mentors, International Welcome days and move in days on a rota basis.  Week commencing 20th of September will be the delivery of the welcome programme and you will share a rota of duties for that week.  Week commencing 27th of September there will be some tasks and follow up meetings to complete your role. |
| **Support** | |
| You will be provided support directly from the SU Welfare and Wellbeing Officer, the Communities Team Assistant Manager and a SU staff mentor  There will also be support available where relevant other Students’ Union key staff appropriate to the areas of coverage of the programme.  Training will be provided specific to the co-ordinating committee. | |
| **What you could get out of it** | |
| This is a tremendous opportunity to gain experience and skills in a variety of areas including:   * Teamwork skills * Resource control * Planning & organising * Political & interpersonal leadership * Supervision and volunteer management | |

**Next steps:**

If you are interested, you will need to complete the Welcome Committee application form, if you have evidenced your suitability for the position you will then be invited to take part in an assessment centre style interview process.