**Job Description**

**Job Title:** Health & Wellbeing Volunteer Officer

**Responsible to:** Health & Wellbeing Lead

**Salary**: £32,770 pa inc. OLW (pro rata if part time) & 6% Pension

**Hours**: 21-35 hours per week (3-5 days)\*

**Length of Contract:** 6-monthfixed term contract (potentially extended by 4 months)

**About us**

At Bexley Voluntary Services Council (BVSC) you will find a team who are absolutely committed to supporting a strong, sustainable, and influential voluntary and community sector that can make a positive impact on people’s lives in Bexley.

We work hard, we help each other and go out of our way to help others and find solutions rather than focusing on problems. We are positive and proactive and, although absolutely focused on our areas of expertise, we work as a team so that BVSC is the best it can be. Above all, everything we do is to strengthen our local Voluntary and Community Sector (VCS).

We are looking for an additional team member to support the development and expansion of our Bexley Buddies programme which is a volunteer led initiative that supports addressing non-medical needs within GP Practices. This project aims to ease the pressure on NHS staff by focusing on areas where volunteers can make a real impact, such as enhancing patient wellbeing and creating support networks and groups within the community.

You will work closely with the local community, GP practices and NHS Partners to co-design volunteer opportunities that respond directly to patient needs, with a focus on reducing health inequalities.

**\* If you are interested in the role within the advertised hours, please apply. The final hours available will depend on the outcome of the recruitment for the Health & Wellbeing Lead position. Shortlisted applicants will be notified of the available hours prior to interview.**

**Key Duties:**

* Engage with underserved communities and NHS Patients to co-create volunteer led initiatives that respond to local health priorities and support non-medical needs, e.g. companionship, appointment support, access to services and peer support groups).
* Develop & promote meaningful volunteer roles including writing roles descriptions, advertising opportunities and running recruitment campaigns to help reduce health inequalities across the borough.
* Act as the first point of contact for individuals interested in participating in, or leading, community health activities, responding across various communication channels such as phone, email and social media.
* Build strong partnerships with NHS staff, GP practices and Primary Care Networks to identify opportunities for volunteer involvement and ensure alignment with healthcare needs.
* Support and supervise volunteers, providing training, inductions, regular communication, team meeting and recognition to ensure high quality and a rewarding experience.
* Enable community members to develop their own volunteer roles, ensuring they are aligned with wider health & wellbeing priorities.
* Encourage volunteer feedback and use it to inform continuous improvement of services and activities.
* Maintain accurate records and monitoring data relating to volunteers, clients and organisation and contribute to reporting and evaluation processes.
* Uphold all BVSC policies and procedures, including safeguarding, GDPR and equality standard and actively contribute to internal meetings, training and cross departmental collaboration.
* Attend events and meetings across the borough to support outreach, volunteer engagement and partner collaboration

While the duties outlined reflect the core responsibilities of the role, we expect all staff to be flexible and willing to take on other tasks as needed to support the smooth running of the service.

Please note that the base for this role is at the Engine House, Bexley, however as this is a community focused position, you will be expected to travel across the borough and work in various locations as required.

**Please submit your application and our monitoring form by 9am on Wednesday 25th June 2025 to** [**info@bvsc.co.uk**](mailto:info@bvsc.co.uk)  
  
**You will be advised if you are shortlisted and informed of the interview details which will likely take place Wednesday 2nd July 2025.**

**If you have not heard from us by Tuesday 1st July 2025, please assume your application was not successful in this recruitment round. We are unable to provide feedback on applications which are not shortlisted.**

**Person Specification**

We are looking for people who demonstrate personal qualities that are consistent with our organisational values, who have the right experience and skills for the role.

**Essential Experience, Knowledge and Skills**

1. Experience of working in a person-centred way within charity, health, or care services.
2. Excellent interpersonal skills and ability to engage with people from diverse backgrounds, demonstrating empathy and understanding.
3. Experience of engaging and motivating people, including those disengaged from services or with health conditions, to participate in activities.
4. Experience of facilitating group conversations and group activities, with ability to manage difficult interpersonal situations.
5. Ability to build and maintain effective partnerships with professionals, community members, and voluntary sector organisations.
6. Strong organisational skills, able to manage a varied workload and meet deadlines with minimal supervision.
7. Experience of volunteer support and supervision, including recruitment, training, and ongoing engagement.
8. Good IT skills, including experience using Microsoft Office (especially Excel) and CRM or data management systems.
9. Experience of working with confidential information and understanding of GDPR and safeguarding principles.
10. Demonstrated ability to identify and evidence outcomes, using feedback and monitoring data to inform service improvement.
11. Have access to own transport (car, motorbike, bicycle) and able to travel efficiently across the borough.

**Desirable**

1. Understanding of health inequalities and the wider determinants of health, particularly within North Bexley communities (e.g. Thamesmead, Belvedere, Erith, Slade Green).
2. Knowledge of the local voluntary and community sector and available support services in Bexley.
3. Experience of supporting people to co-design and lead community activities or projects.
4. Understanding of health and social care systems, including Primary Care Networks and NHS priorities.