



LET'S BREAK ISOLATION

VOLUNTEERS & PROGRAMMES LEAD

**THE
WELL
YORK**



SALARY: £28,520 (full time equivalent, pro rata)

HOURS: 7.5 hours per week (0.2 fte), worked flexibly

HOLIDAY: 25 days + bank holidays (pro rata)

CONTRACT: Fixed-term for 2 years

To apply, please email your CV and a covering letter to sarah.rayner@thewellyork.com, questions welcome.

Deadline: 12noon 07.04.26

Interviews will be held on 20.04.26

We aim to appoint as soon as possible

**LET'S BREAK
ISOLATION**

**THE
WELL
YORK**





VOLUNTEERS AND PROGRAMMES LEAD

HELP BUILD A COMMUNITY WHERE PEOPLE CAN FIND HOPE AGAIN

Every day, people in York face mental health challenges that leave them feeling isolated, and bereft of hope. This project exists to change that – creating welcoming spaces where people can find hope, connection, and a renewed sense of belonging.

We're looking for someone who wants to be part of this meaningful change.

With the support of the Project Coordinator, you'll play a key role in shaping and growing this wellbeing community. You'll support and lead a team of passionate volunteers in delivering life-giving wellbeing spaces and programmes, coordinate communications, and ensure the project runs smoothly as it reaches more people who need support.

Your work will enable environments where people feel safe, valued, and encouraged as they take steps toward greater wellbeing.

In this role you will:

- **Inspire and support volunteers** - encouraging and equipping them as they support others on their wellbeing journey.
- **Shape meaningful programmes** - helping develop and deliver existing courses, groups, and community spaces where people can connect and grow.
- **Strengthen the project's impact** - using your organisational and communication skills to help the project flourish and reach more people in need.

The Well is rooted in the compassion, hope, and healing of Jesus. His love is expressed through a professional, person-centred approach that warmly welcomes people of all backgrounds.

If you are **organised, pastoral, and passionate about seeing lives changed**, this could be a deeply rewarding role for you.

JOIN US IN BUILDING A COMMUNITY WHERE HOPE GROWS.



VOLUNTEERS AND PROGRAMMES LEAD

JOB DESCRIPTION

OVERVIEW:

The role of the Volunteers and Programmes Lead is to oversee and inspire The Well volunteers team and ensure the wellbeing programmes are delivered effectively and compassionately. This role combines leadership, administration, and relationship-building to support participants, coordinate volunteers, and maintain high-quality resources across the project.

You will lead a passionate team of volunteers to plan, deliver, and enhance The Well's existing activities while maintaining and building strong relationships with participants old and new. You will also manage essential administrative functions, including participant communications, volunteer recruitment and training, data collection, and programme marketing and scheduling. Additionally, you will oversee the creation and management of high-quality resources and project materials to ensure consistency and efficiency across the project.

This is a flexible, part-time paid role (7.5 hours per week) that requires professionalism, excellent organisational skills, and a genuine desire to support people's mental health and wellbeing.

The ideal candidate will be a leader with strong administrative and people skills, able to inspire and coordinate volunteers, manage multiple priorities, and contribute to a collaborative and inclusive team culture.

KEY RESPONSIBILITIES:

OVERSIGHT OF EXISTING PROGRAMMES:

- Plan, deliver and develop The Well core activities (Kintsugi Hope course, the wellbeing pop-up cafe, 1:1 personalised support) through a team of volunteers
- Manage communications and relationships with existing participants
- Curate and create high quality resources that support The Well's vision
- Ensure activities are carried out safely, professionally + in line with ethos of The Well

RECRUITING, MANAGING AND SUPPORTING VOLUNTEERS ALONGSIDE THE PROJECT COORDINATOR:

- With the support of the project coordinator, encourage, equip and provide development for the existing volunteer team
- Take a lead on recruiting new volunteers, bringing new ideas of drawing in volunteer interest that lines up with The Well's vision and values.

ADMINISTRATIVE TASKS:

- Communicating and liaising with participants, and potential participants
- Managing the established pathways for inward and outward referral
- Recruiting, managing, training and communicating with volunteers
- Ensuring safeguarding procedure and practices are carried out
- Shared responsibility of the shared mailbox
- Planning and advertising programme dates
- Recording, collecting and collating data (participant data, participant stories, questionnaires etc.)
- Manage the core materials, resources and branding which span across the
- whole project to enable efficiency and consistency

HOURS:

This is a paid role for 7.5 hours per week, worked flexibly. The Wellbeing Pop-up Cafe is currently fortnightly on Tuesday lunchtimes so some availability for this is important, but otherwise the role can work very flexibly.

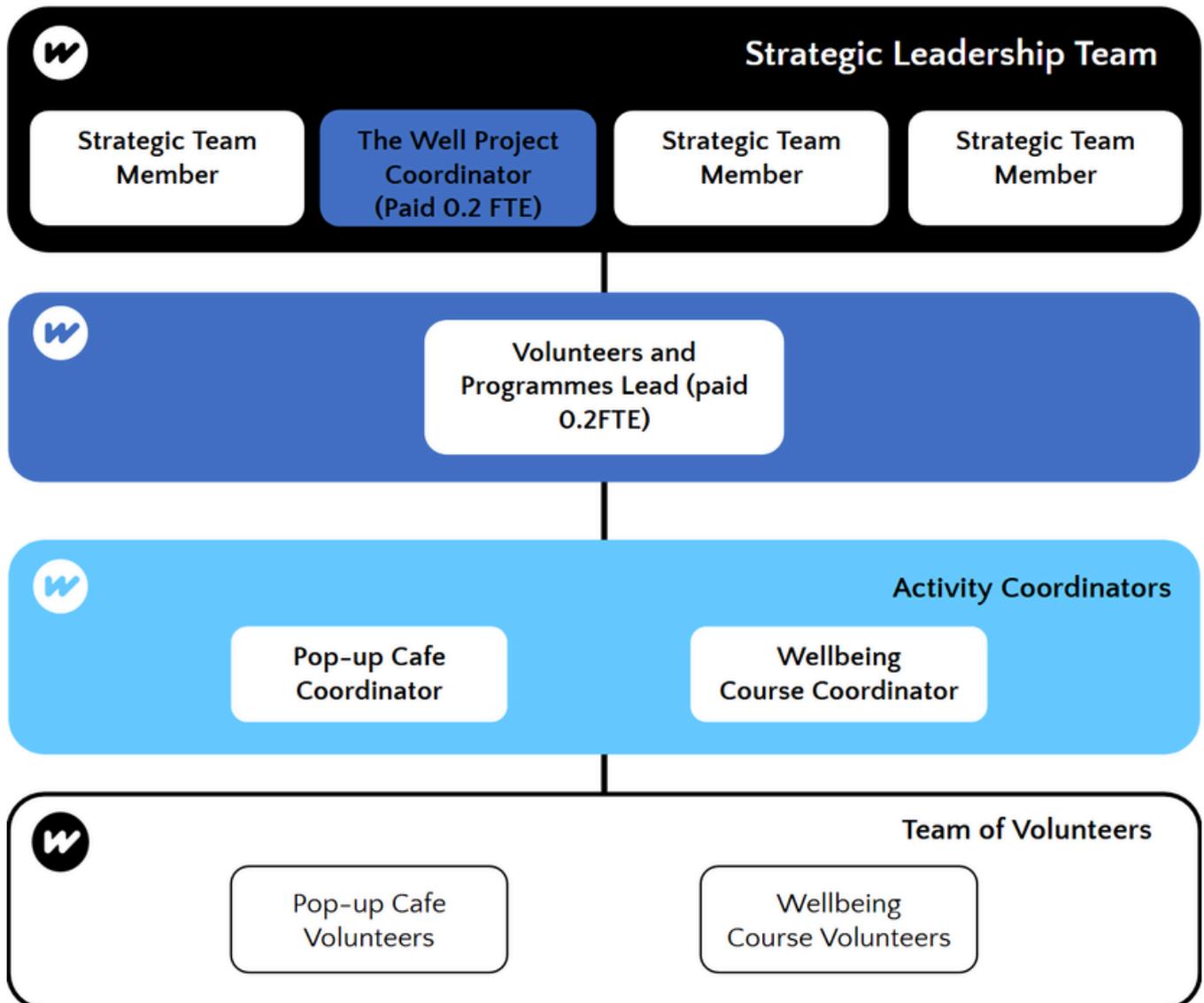


VOLUNTEERS AND PROGRAMMES LEAD

TEAM STRUCTURE:

The Volunteers and Programmes Lead is line-managed by The Project Coordinator and has responsibility for overseeing the volunteer coordinators as they deliver these activities:

- The Wellbeing Cafe Coordinator
- Wellbeing Course (Kintsugi Hope) Coordinator





PERSON SPECIFICATION

VOLUNTEER TEAM LEADERSHIPS SKILLS:

- Ability to coordinate, motivate and lead a team, providing clear guidance and support.
- Ability to manage multiple tasks and meet deadlines consistently.
- Skilled in conflict resolution and problem-solving.
- Able to clearly map out, break down and delegate work, providing clear frameworks that empower others to thrive.
- Competence in monitoring programme performance and implementing improvements as necessary.

INTERPERSONAL / COMMUNICATION SKILLS:

- Strong interpersonal skills with the ability to build and maintain positive relationships with team members, volunteers, and participants.
- Able to inspire and influence others to achieve win-win outcomes, to enable volunteers to grow in their skills.
- A genuine desire to champion and support people.
- Strong written and verbal communication skills.

ADMINISTRATIVE SKILLS:

- Excellent organizational skills with a keen attention to detail.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint) and the ability to navigate social media platforms is desirable.
- Ability to manage multiple tasks and meet deadlines consistently.

BEHAVIOURS:

- Naturally pastorally focussed to be able to support both team and participants professionally and empathically.
- Professional
- Self-motivated
- Collaborative
- Adaptable

CHRISTIAN LIFESTYLE:

- Able to authentically encourage people in and champion the vision of The Well in expressing the hope, healing and compassion of Jesus to those looking to improve their mental health and wellbeing in York.
- Able to lead prayers and devotions for the team in continuing to focus them on the overall vision
- Able to work sensitively with those of different cultures and faiths whilst having their own strong and vibrant Christian faith and commitment to Equal Opportunities.



OUR VALUES:

We have a people-centric approach; we prioritise people over programmes. We walk alongside individuals, building a community grounded in compassion and the belief that everyone is created equally, are important, and have the capacity to change. Our service provision is a means to an end; it provides the holistic structure to support people in their journey towards hope and healing.

While not everything must be polished or perfect, we are intentional about doing things well—creatively, lovingly, and professionally in a way that reflects our faith in Jesus and who He is. Our core team brings extensive experience in mental health and counselling, ensuring a high standard of care in all that we do. Combining our faith and professionalism, we want to reflect the beauty and depth of God's love, and the wholeness this enables.

We create spaces that foster emotional healing and sustainable transformation. These environments are marked by safety, empathy, and authentic connection. We believe that loving, healthy relationships are an important part of healing deep wounds, and that people can experience lasting change. This is a place where hope is tangible, and where restoration happens.



THE WELL YORK

Our passion at The Well is to see people in York who are struggling with their mental health and emotional wellbeing, experience community, hope and wholeness. We want to create a growing community that sees healing and change, and where people experience belonging and love facilitated by the church in York.

Does this stir your heart? We look forward to hearing from you.

To apply, please email your CV and covering letter to sarah.rayner@thewellyork.com, questions welcome.

Deadline: 12noon 07.04.26

Interviews will be held on 20.04.26

We aim to appoint as soon as possible