

Volunteer Co-ordinator

Salary: £24,000 pro rata

Hours: 25 hours per week

Responsible to: Service Director

Office Base: Gloucester with some travel across the county and South West

Fixed term contract: Until March 2020 initially (subject to funding)

Pension: 6% contribution by employer

Annual Leave: 25 days plus bank holidays

- This post is restricted to female applicants only under Schedule 9, part 1, Equalities Act 2010
- Applicants will undergo an enhanced Disclosure and Barring Service (DBS) check

Other Information:

- The post is based in Gloucester but with regular travel across the whole county and occasional travel within the south west region or nationally. Use of a car is essential to the post
- The post involves a high degree of flexibility, with some evening and weekend work

Equality Statement

We aim to meet all of our obligations under the Equality 2010 Act and welcome applications from women from all sections of society. We will make reasonable adjustments to the working environment as required.

Purpose of Role: to recruit, train, support and supervise female volunteers to staff the GRASAC telephone helpline and those volunteers that deliver ongoing structured support services for female survivors of sexual violence. To deliver services that are safe, effective, sustainable and ethical within the policies and procedures of GRASAC maintaining the feminist ethos.

Key Responsibilities

Service Delivery

1. The recruitment, training, induction and support of volunteers for helpline shifts and ongoing support sessions for survivors of sexual violence
2. To oversee, coordinate and manage the helpline rota ensuring that it is fully staffed, this will include working on the helpline when necessary
3. To assist the Service Manager to match service users requiring direct support to the most appropriate volunteer support worker as required
4. To offer individual support to volunteer support workers who are delivering specialist telephone and face to face services
5. To be part of an on-call system for out of hours work by volunteers and to use agreed processes to make safeguarding decisions as necessary.

Service Development

1. To build effective and positive relationships with local partner agencies across Gloucestershire
2. To coordinate and manage the recruitment of volunteer support workers
3. To deliver accredited training of volunteers alongside team members
4. To plan and coordinate monthly clinical supervision meetings of volunteer support workers
5. To plan and coordinate additional volunteer training/CPD
6. To undertake observations of volunteers whilst on the telephone Helpline
7. To undertake annual appraisals for volunteer support workers
8. To develop alternative pathways for volunteers to support the work of the organisation e.g. fundraising volunteers
9. Attend external groups/networking as directly linked with the role and working in partnership with organisations where required
10. Update all information needed by volunteers e.g. helpline manual and relevant support material

Training

1. To plan and coordinate additional volunteer training, alongside team members
2. To develop necessary training for new volunteer posts within the organisation e.g. fundraising

Quality Assurance

1. To ensure that the services provided are within agreed organisational policy and process
2. To proactively maintain professional knowledge and practice and attend and contribute to team meetings
3. To ensure compliance and responsiveness to child and adult safeguarding policies and procedures

Monitoring and Evaluation

1. To work alongside the monitoring and evaluation officer to ensure that all service activity is recorded, inputted and evaluated
2. To work to all agreed monitoring and evaluation procedures and to contribute to their continual improvement
3. To provide specific data as required and to write reports as necessary

Communication

1. To ensure effective communication of information within GRASAC resulting in an accessible, reliable and smooth-running service for all service users.
2. To promote a positive view of GRASAC when interacting with external partners and stakeholder
3. To act as the main point of contact for all volunteers and potential volunteers

Other

1. Engage with line management, supervision, training, personal development and wellbeing, using opportunities provided by GRASAC to do so
2. Work in partnership with Rape Crisis England and Wales and other rape crisis centres as necessary
3. Any other reasonable task commensurate with this post

	Essential	Desirable
Qualifications, Training and Experience	<p>Experience of supporting, supervising or co-ordinating volunteers or paid staff</p> <p>Experience of delivering training</p> <p>Experience of building positive relationships</p> <p>Experience of multi-disciplinary working, in particular, working alongside colleagues in mental health, social care and the police</p>	<p>Experience of working with women who have experienced sexual violence</p> <p>Train the trainer qualification</p> <p>Experience of developing, planning and evaluating training sessions</p>
Skills and Abilities	<p>Able to motivate a team of volunteers</p> <p>Skilled in maintaining boundaries and able to support volunteers</p> <p>An ability to work confidently and sensitively with people from a range of diverse backgrounds</p> <p>Confidence and competence to deliver training sessions</p> <p>Exceptional verbal and written communication skills</p> <p>Understanding the importance of maintaining up to date records and to collate and input monitoring and evaluation data in a timely manner</p> <p>Competence in using Microsoft office applications</p>	<p>Confidence in working with distressed people</p>
Knowledge	<p>Good knowledge of safeguarding principles</p>	<p>Comprehensive understanding of the impacts of sexual violence</p> <p>Understanding of and commitment to the feminist perspective of</p>

		sexual violence held by GRASAC Knowledge of the short and long-term effects of trauma
Personal Traits	Ability to work as part of a team A willingness to support women who have experienced sexual violence Commitment to own wellbeing and able to source support or ask for assistance Commitment to continuing own professional development	
Other	Necessity to travel across Gloucestershire	