



POST DETAILS PACK

Volunteer-Led Services Co-ordinator **Central Brighton**

PART TIME: 22.5 HOURS PER WEEK
(including occasional evening and weekend work)
£ 28,860

CLOSING DATE: 16th February
INTERVIEWS: 23rd and 24th February

SN is an equal opportunities employer
This post is open to female applicants only as being female is deemed to be a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010.

All posts require an enhanced DBS Disclosure
The recruiting manager for this post is Fabia Bates. Should you have any job related questions please telephone; 01273 203380 or email director@survivorsnetwork.org.uk



Job Description

JOB TITLE: Volunteer-led Services Co-ordinator

REPORTS TO: Director

DIRECTLY RESPONSIBLE FOR: Volunteers, Operations Support Worker

KEY RELATIONSHIPS: Board of trustees, Clients, Staff and Volunteers, External agencies, Other stakeholders

Purpose of Job

The Volunteer-led Services coordinator manages the volunteer-led Services and the volunteers who staff them. The services at the moment include a 2hr twice weekly Drop In for women survivors, a 2hr weekly Helpline for women survivors and supporters of any gender, a 2hr bi-weekly Callback service, a 4hr weekly Helpline for trans survivors (pilot project), and a mentoring programme, the Link Service (women only). All of our services described as women only are for all self-identifying women.

The purpose of the role is to maintain the quality of the volunteer-led services, and continue their development according to the needs of clients, the core values, and policies of the organisation. The postholder will also overview the day-to-day running of the services through shared management of the Operations Support Worker, and conduct clients' assessments when needed.

An important aspect of the role is to recruit, place, regularly train and evaluate volunteers, as well as managing their relationship with those they come into contact with, including employees and SN service users.

As part of the senior management team the postholder plays an important role in helping to shape and sustain the future of the organisation

Principal Accountabilities

1. Recruit volunteers and ensure they are appropriately matched and trained for their positions



2. Deliver volunteers' inductions and training
3. Provide emotional support and practical information to our volunteer workers who staff the services, including but not limited to, the provision of 1-1 support, regular reviews and appraisals, and identification of training needs
4. Provide a line of communication between volunteers and the management of organisation and be active in key decision making to do with service development
5. Monitor the use of the services and to collect monitoring and evaluation data in line with the requirements of the organisation, clients, funders and community stakeholders
6. Work with other staff to ensure that volunteer led services are well connected with the other services of the organisations, and that they are adequately publicised within and outside the organisation
7. Manage the Operations Support Worker in conjunction with the Therapeutic Co-ordinator, for the day-to-day smooth running of the services, including maintaining rotas and appropriate cover
8. Keep up to date with legislation and policy related to volunteering, and making any necessary modifications to accommodate changes
9. Implement systems and processes under direction of the director to ensure the overall smooth running of the services
10. Participate fully in the management, supervision and appraisal process with own line manager
11. Participate in training and own personal development appropriate to the role
12. Work within the profile and identity of Survivors' Network's according to the organisations policies, guidelines and management structures while adhering to strict codes of conduct and maintaining appropriate boundaries between volunteers and staff.

This job description is a guide to the tasks of the Volunteer-led Services Co-ordinator.

No job description can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.

Person Specification

D = desirable
E = essential

<p>Qualifications</p>	<p>Educated to degree level or equivalent (E) Relevant professional qualification e.g. Community and Youth Work, Social Work, Volunteer Management (D) Level 3 Award in Education and Training (QCF) (D)</p>
<p>Experience</p>	<p>Managing/supervising of volunteers, including developing new services, projects and volunteer opportunities (E) Working with vulnerable people, including women who have experienced sexual and/or domestic violence or abuse Organising and delivering training and/or groupwork (E) Conducting client assessments (E) Knowledge and experience of working to safeguard children and vulnerable adults (E)</p> <p>Track record of successful funding bids, including monitoring and evaluation and budgeting (D)</p>
<p>Knowledge</p>	<p>An understanding of the issues affecting survivors of sexual violence (E) An understanding of and commitment to a feminist analysis of sexual violence (E) An understanding of empowerment and how it relates to work with survivors of sexual violence (E) An understanding of mental health issues (E) An understanding of the importance of supervision (E)</p> <p>An understanding of working in the voluntary sector (D)</p>
<p>Skills/Attributes</p>	<p>Excellent interpersonal, organisational and time management skills (E) Excellent communication skills both verbally and in writing, including presentations (E) Good listening and basic counselling skills (E) Self motivated and good at involving and working with others (E) Confident in the use of Internet, Email, MS Office systems in order to ensure efficient running of a busy office (E) Working to targets and deadlines (E)</p>

Values and Attitudes	Enthusiastic, dynamic and creative (E) Commitment to improving the lives of women who have experienced sexual violence (E) A willingness to participate in in-house training and professional development (E) A commitment to the feminist ethos of the organisation and Rape Crisis England and Wales (E) Commitment to delivering and developing a quality service (E) Demonstrable commitment to and understanding of the positive promotion of Equal Opportunities, valuing diversity and anti-discriminatory practice (E)
Other	Ability and willingness to work some unsocial hours (E)

EQUAL OPPORTUNITIES:

This post is restricted to female applicants only (Section 7(2) of the Sex Discrimination Act 1975).

Survivors' Network is an equal opportunities employer and is committed to promoting equality and social inclusion.

The recruitment monitoring section of the application form (which gives details of your sex, ethnic origin, date of birth and any disability) will be detached before the form reaches the Selection Committee. This information will not be made available to the Selection Committee. If you have indicated that you have a disability, the recruiting manager will be made aware of this to ensure that you are given an interview in an appropriate, accessible location.

The information you provide on the recruitment monitoring section will be held in confidence by Survivors' Network and the details logged onto a confidential recruitment database. The information will be used for statistical purposes to enable Survivors' Network to carry out its equal opportunities monitoring obligations.