

NORTH EAST Lincs WOMEN'S AID

JOB DESCRIPTION – Volunteer Co-Ordinator

RESPONSIBLE TO:	Head of Operations; Chief Officer
SALARY:	£13.22 per hour
DAYS / TIMES:	16hrs – days/times flexible to ensure all volunteers are supported
WORK BASE:	Town Centre

*As this position will include a base in our 'women only' spaces (inc Refuge),
we are only accepting applications from women.
(Schedule 9, Part 1 of the Equality Act 2010 applies)*

Purpose of Post:

The purpose of this role is to support the volunteer programmes within our domestic abuse support services only – Refuge, DA Hub and Women's Centre (*not retail*)

MAIN DUTIES

- To manage, supervise and support a team of approximately 20 volunteers, who assist and help our support teams and projects
- To promote and encourage volunteer engagement
- To recruiting and train volunteers in a variety of settings and buildings
- To co-ordinate our reception areas and ensure all visitors and clients feel welcomed and supported (for some clients this is their first-time getting help or support)
- To manage relationships between volunteers, staff and clients
- To plan and lead volunteer meetings
- To manage rotas including holiday, sickness, absence etc.
- To plan, organise and deliver volunteer training when required (with other staff members)
- To monitor and evaluate the volunteer programme, assessing the projects progress and goals, recording statistics and outcomes, as requested
- To work with the CEO to develop any new policies, procedures and risk assessments as necessary
- To oversee task descriptions, volunteer agreements and personnel files for each volunteer
- To ensure excellent communications between volunteers and also between volunteers and other staff and projects – ensuring all projects and staff recognise and respect the role of volunteers within the organisation
- To represent and be a voice for the volunteer team
- To have a high level of awareness of our mission and knowledge of how we use volunteers across the organisation
- To be involved in any volunteer events and/or activities
- To maintain volunteer information, files and databases electronically as required
- To stay up to date with any volunteering guidance and/or legislation as required – ensuring we are operating legally and that any new information is reflected in working practices
- To offer a calm and professional approach to supporting volunteers, undertaking support for any situations of conflict
- To encourage volunteer involvement and feedback in developing services
- To assist with providing cover for volunteers in an emergency
- To establish safety and carry out any risk assessments and health & safety checks when necessary
- To support the volunteer in exploring opportunities, identifying and encouraging aspirations and developing these into meaningful future plans and goals, when appropriate
- To work within a framework of safeguarding under Women's Aid NEL and local authority guidance
- When requested, to prepare and undertake project reports and feedback on success

GENERAL RESPONSIBILITIES

- To work as a team member under the guidance and management of the Head of Operations.
- To participate in fundraising activities on behalf of Women's Aid
- To work alone and on own initiative with due regard to our lone working procedures
- To participate in staff training, ensuring mandatory training is up-to-date and refreshed regularly
- To discuss any training personally identified in supervisions
- To attend team meetings, external meetings and Trustee meetings as requested
- To draw to the attention of the Support Manager any issues which may impact on clients or Women's Aid
- To be familiar with all policies of Women's Aid; to ensure policies are signed off as instructed; to ensure policies are implemented and adhered to at all times
- To work at all times in accordance with the confidentiality policy of Women's Aid.
- To comply with data protection legislation; ensuring information sharing procedures are adhered to at all times
- To ensure the highest standard of anti-discriminatory and equal opportunities practices are adhered to and to work in a non-judgemental way, within the guidelines of equal opportunities and anti-discriminatory practice
- To work in a safe and responsible way ensuring that health & safety practices are followed and that you do not endanger yourself, your colleagues or service users
- To work in accordance with staff values and ethos as described in our staff agreement
- To constantly raise an awareness of domestic abuse locally
- To assist with providing cover for absent colleagues during periods of sickness, holidays, etc., as requested by the Head of Services or CEO
- To carry out any other duties commensurate with the level of this post

PERSON SPECIFICATION

GROUPWORK SUPPORT WORKER	ESSENTIAL	DESIRABLE
QUALIFICATIONS		
Any recognised professional qualifications		*
EXPERIENCE OF;		
Managing or supporting staff or volunteers	*	
Recruiting and training staff or volunteers	*	
Organising, planning and evaluating projects	*	
Working to performance indicators and standards		*
Report writing and presentations		*
KNOWLEDGE OF		
The impact of domestic abuse on everyone	*	
Education/training and employment opportunities		*
Safeguarding practices	*	
SKILLS		
Excellent communication and organisational skills	*	
Computer skills (<i>file management is undertaken electronically</i>)	*	
Ability to cope with crisis management, conflict and deadlines	*	
Ability to support and encourage progression	*	
GENERAL		
To foster a tolerant, supportive and empathic approach to volunteers, with an ability to build rapport quickly	*	
To ensure a positive image of the organisation through personal behaviour and appearance	*	
Demonstrate a high level of motivation	*	