



## Job Description

### Section 1 - Job Details

|   |                         |
|---|-------------------------|
| <b>Job title</b>  | Volunteer Manager       |
| <b>Business area (Region or Business Support)</b>                             | South                   |
| <b>Department/Team (if applicable)</b>  | Avon & Somerset         |
| <b>Reports to</b>   | Operations Manager      |
| <b>Direct reports</b>   | Volunteers              |
| <b>Job Location</b>   | Vassall Centre, Bristol |
| <b>Contracted or volunteering hours are agreed locally with line managers</b> |                         |

### Section 2 - Job Purpose

The purpose of this role is to ensure the delivery of excellent services to victims of crime through the recruitment, development and support of a cohort of volunteers, ensuring that the overall aim of helping people cope and recover from the effects of crime is achieved.

The role will work collaboratively with the Operations Manager, caseworkers and others, in order to achieve the implementation of the business plan and the development of the service to maximise positive outcomes for those that access the service.

### Section 3 - Main Responsibilities/activities

|   | Responsibility/ activity  |
|---|---|
| 1 | To undertake periodic recruitment activities in order to attract potential volunteers to Victim Support   |
| 2 | To develop and manage a cohort of service delivery volunteers who will provide practical and emotional help to victims of antisocial behaviour and crime, in order to support the casework of the IVA team including allocation of work and cases |
| 3 | To oversee new volunteer accreditation, regular supervisions and annual reviews in line with VS policies  |
| 4 | To promote effective lines of organisation to volunteer communication e.g. volunteer meetings, newsletters to ensure good working relationships across the volunteer cohorts  |
| 5 | Ensure volunteers work within existing safeguarding policies and procedures, data protection and information security, confidentiality policies, lone worker policies and other relevant policies   |
| 6 | Develop and maintain effective working relationships and promote effective communication and collaborative working internally and externally with local partnerships, other agencies and stakeholders   |
| 7 | Promote effective communication channels for service improvement and innovation including participation in regular team meetings, sharing local issues, feedback and learning with other colleagues   |

### Section 4 - Dimension of the role

|                  |  |
|------------------|--|
| Resources        | Responsible for the proper use and safekeeping of VS assets within scope of role   |
| Staff/Volunteers | Responsible for providing information, advice, guidance, casework and case management support to a cohort of specialist trained volunteers |
| Budget           | N/A  |
| ISO              | Responsibility for undertaking relevant actions and responsibilities according to the role assigned within ISO                             |

### Section 5 - Key deliverables

|   | Measures of success  |
|---|--|
| 1 | Successful recruitment and retention of a cohort of volunteers to support the local service requirements |

|   |  |
|---|--|
| 2 | Successful service delivery through effective management of volunteers casework, supervision and development |
| 3 | Good working relationships with Vs colleagues and external partnership organisations                         |

### Section 5 - Competencies

| Competency                           | Level required (see below) |
|--------------------------------------|----------------------------|
| Builds customer value                | 2                          |
| Drives performance                   | 2                          |
| Communicates effectively             | 2                          |
| Embraces and drives change           | 1                          |
| Grows diverse, high performing teams | 2                          |

- Level 1: Roles which make an individual contribution to the business, without line management or process responsibility e.g. frontline
- Level 2: Roles with/without line management responsibility but are responsible for a process and/or people (including volunteers) e.g. IVA/SDM/ SSDM
- Level 3: Roles with line management responsibility for people, normally front line/operational employees e.g. Ops Manager/Contract Manager
- Level 4: Roles which deliver a strategy; lead people and / or own a process directly influence senior leaders e.g. Assistant Directors/Heads of Department.
- Level 5: Roles in this area create strategy for the business e.g. CEO/SMT

### Section 5 - Learning & Development requirements

|  |   |
|--|---|
| <b>Foundation (mandatory)</b>  | Required to complete all mandatory foundation learning as per organisational policy |
| <b>Multi-crime/Core (mandatory for operational roles)</b>  | Required to complete full Multi-Crime training modules                              |
| <b>Additional internal learning/ courses</b>   |   |
| <b>Other professional training (details of training or qualification should be added. It should be noted that such requirements are subject to funding availability so consideration must be given to necessity to undertake the role)</b> |   |

**Section 6 - Person specification (qualifications, knowledge, experience, skills and attributes needed for the Job)** *Those that are marked as essential and will be tested at application stage (A) will be used as shortlisting criteria for determining who will be invited to interview.*

| Requirement | Essential | Desirable | Tested* |
|-------------|-----------|-----------|---------|
|-------------|-----------|-----------|---------|

|   |   |   |   |
|---|---|---|---|
| <b>Experience</b>   |   |   |   |
| Experience of recruiting, training and developing people  | X |   | A |
| Experience of voluntary and statutory agencies including relevant professional roles, particularly in the criminal justice, health and social care sectors                                    |   | X |   |
| <b>Knowledge</b>  |   |   |   |
| Understanding and knowledge of the requirement for confidentiality and safe working practice and maintenance of files in accordance with the Data Protection Act and other legal requirements |   | X |   |
| Understanding and knowledge of an active commitment to promoting equal opportunities, inclusion and diversity   | X |   | A |
| Knowledge of the criminal justice system and understanding of the impact of crime, including witnesses giving evidence  |   | X |   |
| <b>Skills</b>   |   |   |   |
| Full UK driving licence and access to vehicle   | X |   |   |
| Ability to communicate sensitively and effectively both verbally and in writing with a wide range of people   | X |   |   |
| Ability to work without direct supervision, prioritise work and deal with competing or conflicting demands/ needs and interests in an organised and methodical manner                         | X |   | A |
| Ability to build and sustain relationships  | X |   |   |
| Ability to manage conflicting volunteer and staff opinions and organisational demands   | X |   | A |
| Ability to represent the organisation in a variety of settings in a confident and professional manner.  |   | X |   |

\*Tested - A (application), I (interview), T (test or Assessment), P (through performance reviews including probation, 1:1's and PDR)

## 8. Key Contacts/Relationships

This role will require close external networking, partnerships and multi-agency working to meet the service and client's needs.

## 9. Physical or mental demands

Due to the nature of this role the post holder is likely to experience exposure to highly emotional or sensitive demands on a daily basis.

## **10. Travel**

Travel will be required to meet the needs of victims and to fulfil the role. There will also be a need for occasional travel outside of the contract area to meet the demands of the role and for training or staff meetings.

## **11. Unsocial hours**

There may be an occasional need to work outside core hours to meet the demands of the role. This is expected to be taken within flexible working arrangements.

## **12. Confidentiality**

You will ensure that essential information of a sensitive and/or personal nature is not disclosed to, or discussed with, inappropriate persons and that all information is maintained in accordance with the Data Protection Act.

## **13. Safeguarding**

Victim Support is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. VS expects all staff and volunteers to share this commitment, and to bring any concerns (whether in respect of service users or members of Victim Support) to the attention of Safeguarding leads immediately.

## **14. Equality, diversity and inclusion**

Victim Support expects all staff and volunteers to behave in a manner which promotes Victim Support's equality, diversity and inclusion policies.

## **15. Health & safety**

Victim Support expects all staff and volunteers to promote a health and safety culture, observe all health and safety rules and procedures and complete training courses, as required

## **16. Digital skills**

Competently utilise technology to perform the role including internet-based voice and video calls, Microsoft Office applications, the Victim Support intranet, human resource and finance systems, case management system software and other bespoke VS software and applications.

*This job description illustrates the type and scope of the duties currently required for the above post and provides an indication of the required level of responsibility. It is not a comprehensive or exclusive list and duties may be varied from time to time, they will not however change the general character of the job or the level of responsibility entailed.*