



<b>Job Title:</b>	Volunteer Helpline Coordinator
<b>Service:</b>	Family Action Domestic Abuse Healing and Empowerment Service Gloucestershire (For Survivors in Safe Accommodation)
<b>Location:</b>	Office Based in PARCS Portsmouth
<b>Hours:</b>	7.4 hours per week
<b>Salary:</b>	£24,724 - £27,232 (£4,944.80 - £5,446.40 per annum for part-time, 7.4 hours per week)
<b>Contract Type:</b>	1-year contract with the potential to be extended

**Family Action** is looking for a passionate and motivated **Volunteer Helpline Coordinator** to join our team supporting survivors of sexual violence and domestic abuse. This is a fantastic opportunity to play a key role in creating a positive impact for those in need.

Family Action delivers a wide range of projects for victims/survivors of domestic abuse. This is an exciting opportunity to join the adult team specialising in supporting survivors of domestic abuse, with a trauma-informed approach.

#### **About the Role:**

This is a 7.4 hour a week position, based in Portsmouth. You'll be responsible for coordinating our high-quality volunteer-led helpline. You'll wear many hats, from overseeing recruitment and training to ensuring the helpline runs smoothly and delivers exceptional service.

#### **What You'll Do:**

- Manage all aspects of the helpline, including quality assurance, data recording, volunteer rotas, and reporting.
- Actively recruit, screen, and train a diverse and skilled volunteer team.
- Promote the helpline service to expand its reach and accessibility, focusing on underrepresented groups.
- Develop the helpline offer in collaboration with survivors, ensuring it meets their needs.
- Work closely with the Communities Coordinator to integrate the helpline program into the wider service.
- Build relationships with local networks and funders to secure funding and support the helpline's growth.
- Provide data and insights to support volunteer supervision and service improvement.
- Champion Family Action's values of being people-focused, solution-oriented, and striving for excellence.

#### **You're a Perfect Fit If You Have:**

- A minimum of an NVQ Level 3 qualification in a relevant field (Health & Social Care, Info & Advice, etc.) with a commitment to continuous learning.
- Experience working with volunteers in an administrative or coordinator role.
- Recent volunteer experience yourself.

- Excellent interpersonal skills for building relationships with diverse communities and agencies.
- A proven track record of empowering individuals and promoting inclusion.
- Experience working with safeguarding policies and procedures.
- Strong data analysis and IT skills.
- A flexible and can-do attitude, with a willingness to work outside core hours.

You will have a strong track record in quality, performance, and safeguarding. With a client-facing approach, you will be passionate about engaging our service users in all aspects of our work including co-production.

We are committed to Equality, Diversity & Inclusion in all that we do and welcome applications from all sections of the community. We particularly welcome applications from Black, Asian and minority ethnic candidates, LGBTQIA+ candidates and candidates with disabilities because we are committed to increasing the representation of these groups at Family Action. We know that greater diversity will lead to even greater results for families and children and strive for our workforce to be truly representative of the diverse communities we support. We offer a guaranteed interview scheme for disabled applicants.

#### **Benefits:**

- Competitive salary
- The opportunity to make a real difference in people's lives
- A supportive and collaborative working environment
- Be part of a mission-driven organization

#### **Ready to Join Us?**

If you're passionate about supporting survivors and have the skills and experience we're looking for, we encourage you to apply!

What will we offer you?

We'll offer you a generous pension scheme and leave entitlements, eye care vouchers, a cycle to work scheme and other great benefits. All roles in Family Action are open to a discussion about possible flexible working options, subject to business needs, and all new starters will have the right to make a flexible working request from day one of employment. We have an excellent wellbeing offer and we will invest in your professional development with on-going quality training and career development opportunities. You will join an established, supportive and high-performing service and have the opportunity to thrive in an innovative organisation that values your opinion, encourages learning and has the needs of children and families at its core.

We are forward-looking, ambitious and committed to continuous improvement. We are a people focused, can-do organisation, which strives for excellence in all we do and operates with mutual respect. If you share these values and behaviours and have the necessary skills then we look forward to hearing from you.

#### **Next steps:**

- **To apply:** fill out the [Application Form](#) and email it to: [completed.application10@family-action.org.uk](mailto:completed.application10@family-action.org.uk)



- **To learn more about Family Action:** check out our [Recruitment Pack](#)
- **To learn more about Family Action's terms & conditions:** check out the [Summary Terms & Conditions of Employment](#)
- **To help us fulfil our commitment to encouraging diversity and promoting equal opportunities:** fill out our anonymous [Equality & Diversity Monitoring Information survey](#)

**Closing date:** Monday 13<sup>th</sup> May 2024 at 5pm

**Interview date:** Week commencing Monday 20<sup>th</sup> May 2024

For direct queries or if you would like to discuss any aspect of the selection process or flexible working requests, please email: [Lisa.platts@family-action.org.uk](mailto:Lisa.platts@family-action.org.uk)

Appointments are subject to satisfactory Safer Recruitment checks, including a Disclosure and Barring Service (DBS) check where appropriate to the role.

**ID: 1178**