

## **JOB DESCRIPTION**

<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>Salary:</b>	Grade 2 Point 16 - 19
<b>Hours:</b>	7.4 hours per week (part-time)
<b>Location:</b>	Office Based in PARCS Portsmouth
<b>Responsible to:</b>	Communities Co-ordinator

### **Summary of Job:**

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. The contract is based in Portsmouth working with all survivors of sexual violence and Domestic abuse across Portsmouth and all people across Gloucestershire who access Safe Accommodation within the community.

This is an exciting opportunity to play a key role in positive team culture supporting survivors of Sexual Violence and Domestic Abuse. We are looking for someone who is motivated, passionate, and wanting to make a difference to the lives of survivors while ensuring the highest standards of quality and client experience are upheld.

### **Key Tasks and Responsibilities:**

1. To co-ordinate the high-quality delivery of a volunteer led helpline; including quality assurance, data recording, rota, recruitment and reporting.
2. Undertake regular and thorough reviews of the helpline quality and effectiveness through audits of recorded calls, review of note taking and give reflective feedback to volunteers
3. To lead the safe recruitment of a suitably diverse, skilled, and experienced volunteer helpline workforce
4. To promote the helpline service through local networking and events with key stakeholders to develop and extend its reach including a focus on accessibility for underrepresented groups
5. Develop the helpline offer driven by a co-production approach with lived experience survivors
6. Oversee the development and training for helpline volunteers to enable volunteers to effectively and safely deliver this service.
7. Work with the Communities Co-ordinator to embed the helpline Volunteer Programme into the service by planning joint training and team meetings in conjunction with colleagues.

8. Work closely with local community networks, foundations and grant funders to build relationships and identify fundraising opportunities, and support bid/grant development that will support the further income generation for the Helpline to enable and extend its reach and impact.
9. Provide the Communities Co-ordinator with relevant monitoring information relating to the volunteer team for inclusion within comprehensive monitoring reports for commissioners.
10. To support the Communities Co-ordinator with update reports and insight to support the supervision and appraisal of volunteers.
11. To have an understanding of and comply with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
12. To ensure the implementation of Family Action's Equality & Diversity Policy and Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
13. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety, and welfare.
14. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

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## Person Specification

Education, Qualifications and Background	
1.	Educated to NVQ Level 3 (minimum) in relevant discipline Health and Social Care, Information and Advice, Community Regeneration, Education and to evidence a genuine commitment to continuing professional development.
2.	Experience of working with Volunteers in an administrative and/or coordinator capacity
3.	Recent experience of volunteering
Abilities and Skills	
4.	Skills, knowledge and aptitude for building and maintaining professional relationships with community groups and other agencies, working with communities in an empowering and supportive way.
5.	Proven experience of empowering individuals to build on their existing strengths, promote their needs, views etc. and develop service users' confidence and skills to do this independently whenever possible
6.	Proven experience of working with a diverse range of communities and inter-agency working and the importance of working together principles.
7.	Demonstrable ability to organise and prioritise work to carry out routine daily tasks. Ability to work independently, using own initiative and as part of a complex and diverse team.
8.	An excellent understanding and awareness of the impact of disadvantage and social exclusion and a commitment to promoting inclusion and equality of opportunity for all.
9.	Up to date knowledge and understanding of Working Together to Safeguard Children and The Care Act as well as demonstrable ability to work in accordance with local and organisational Safeguarding policies and procedures.
10.	Experience of establishing and sustaining a broad range of professional relationships
11.	Experience of using data and insights to monitor impact and effectiveness and gathering service user feedback to inform service delivery and planning
12.	Experience of using IT systems / case recording systems to keep accurate and up to date records in line with practice standards
13.	A proven ability to work creatively and flexibly, using evidence-based approaches to achieve positive change
14.	To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by: <ol style="list-style-type: none"> <li>a) Being people focused</li> <li>b) Reflecting a 'can do' approach</li> <li>c) Striving for excellence in everything we do</li> <li>d) Having mutual respect for everyone we work with, work for and support through our services</li> </ol>
15.	Willing to work flexibly and outside core hours, including early morning, late evenings and occasional weekends.

