## Role information

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| Job Title: | Black Country Volunteer Coordinator | Travel Required: | Between Black Country Women’s Aid’s sites across the Black Country and Birmingham as required |
| Location: | Based in Sandwell (or alternative BCWA location) | Position Type: | Part-time, 3 days/22.5 hours per week |
| Service area: | Corporate Services | Level/Salary Range: | £22,934 - £26,292 (pro rata) |
| Responsible to: | Head of Training and Employee Development | Working Hours | Flexible to the right candidate. Role will include out of hours work, evenings and weekends |
| Special Conditions | | | |
| Mileage allowance if travel is undertaken as part of the role. | | | |
| Job Brief | | | |
| Black Country Women’s Aid (BCWA) is a progressive charity that specializes in supporting victims of abuse. Our services include support for both adult and child victims of domestic abuse, stalking, sexual violence, exploitation and modern slavery, as well as women in the criminal justice system.  We are looking for an exceptional candidate to join our growing and successful organisation, to help realise the potential of volunteers across all of our work.  We offer sensitive and holistic support services which help victims escape from violence, cope with trauma and rebuild their lives. We place victims’ voices at the heart of our work and develop our services in response to need, working with an extensive range of partner organizations to help victims get the right support. BCWA services span across the Black Country including Sandwell, Dudley, Wolverhampton and Walsall, with some services covering Birmingham and the wider West Midlands.  The Volunteer Coordinator is a new role which will work to develop and support all aspects of volunteering at BCWA. Working with our skilled and highly motivated staff teams, you will identify opportunities to involve volunteers in support, administration, fundraising, and other roles. You will recruit, motivate and support volunteers to contribute to the work of BCWA and develop their skills.  We are looking for an outstanding communicator, with a high level of interpersonal skills. You will be able to work cooperatively with volunteers and a range of colleagues. You will also be confident networking with other organisations and professionals. You will have a proactive and self-motivated attitude, with the ability to lead by example to inspire and motivate. Your flexible approach will ensure you are able to adapt to the changing needs of volunteers and survivors of abuse, as well as adapting to new environments such as online and digital contexts. Ideally, you will be able to innovate, suggest, and implement improvements to the recruitment and support of volunteers.  **The work in summary includes:**   * Organising the recruitment, training and ongoing development of volunteers. * Providing excellent and appropriate communication, support and information to volunteers. * Keeping accurate volunteer records and handling administration associated with volunteers. * Ensure volunteering best practice is followed and maintained. | | | |

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| **Working for BCWA** | |
| BCWA Values | This role will be an ambassador for BCWA promoting the values of the organisation and all it stands for.  The (position) must possess the leadership, skills and commitment to challenge abuse and violence within society acknowledging that victims are faced with many barriers to living free from violence and abuse. Victims of violence are at the heart of everything we do.  BCWA listens, supports and cares. |
| Commitment to safeguarding | Black Country Women’s Aid is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. |

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| **Meeting the Strategic Objectives of Black Country Women’s Aid** | |
| 1 | To work within the aims and objectives of Black Country Women’s Aid. |
| 2 | To be compliant with GDPR procedures and principles. |
| 3 | To be an active participant of the organizational strategic plan as requested, sharing ideas and thoughts to improve the victim’s experience and journey of recovery. |
| 4 | To represent the organisation positively and professionally. |
| 5 | To contribute to the development of a culture and systems that promote equality and value diversity. |

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| **Governance** | |
| 1 | Reporting to the Head of Training and Employee Development as required and producing regular reports in accordance with an agreed schedule and performance requirements. |
| 2 | Attendance at relevant meetings. |
| 3 | Effective communication within the organisation to update about the service’s work and ensure that your line manager is informed of any issues that affect the effective delivery of services. |
| 4 | To ensure implementation of and compliance with BCWA policies and procedures. |

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| **Principle Duties** | |
| **Promotion of volunteering** | |
| 1 | Promote volunteering within BCWA, helpinginternal stakeholders (including trustees, managers and frontline workers) to understand the role and contribution of volunteers. |
| 2 | Identify and reduce barriers to volunteering within BCWA. |
| 3 | Promote volunteering to potential and actual volunteers, encouraging new people to volunteer. |
| 4 | Act as an ambassador for volunteering at BCWA to individuals, companies, community groups etc |

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| **Recruitment and induction of volunteers** | |
| 1 | Liaise with departments within BCWA to understand how they work, assess their needs, identify where and what volunteers are required, and match opportunities from potential volunteers. |
| 2 | Generate appropriate volunteering opportunities and role descriptions based on the needs identified, specifying the knowledge, skills and experience required |
| 3 | Liaise with Human Resources Administrator to advertise for volunteers, identifying the appropriate media; writing advertisements or holding profile-raising events to attract new volunteers. |
| 4 | Deal promptly and professionally with all enquiries relating to volunteering to ensure positive outcomes for the volunteers, and BCWA. |
| 5 | Recruit volunteers according to BCWA’s Safer Recruitment Policy, ensuring that recruitment processes are fair and accessible, and working with HR Admin to ensure reference and screening checks as appropriate. |
| 6 | Place volunteers; assessing their suitability for roles and agreeing mutual expectations. |
| 7 | Manage the induction of volunteers, identifying requirements, preparing information and guidance materials and organising induction activities. |
| 8 | Help volunteers to understand how they can contribute to BCWA’s goals and fulfil their duties safely and effectively. |
| 9 | Brief volunteers on developments and issues in the areas of interpersonal violence and abuse. |
| **Management and development of volunteers** | |
| 1 | Lead and motivate volunteers, ensuring they understand their roles and responsibilities; supporting them during activities and exchanging feedback. |
| 2 | Create a sense of teamwork and belonging, communicating with and motivating volunteers in person, and through print and digital contexts. |
| 3 | Ensure there is appropriate ongoing support, training and supervision of volunteers, also working with BCWA staff to help them support volunteers. |
| 4 | Support the development of volunteers’ knowledge, skills and competence, helping them to plan and evaluate their learning and development, and making suitable opportunities available to them. |
| 5 | Enable volunteers to learn in groups, preparing sessions, facilitating appropriate activities, and reviewing and evaluating sessions to improve future events. |
| 6 | Maintain records of volunteers: keeping an accurate database in line with data protection legislation and using personal information in line with confidentiality requirements. |
| 7 | Undertake any other associated administrative duties, including maintaining records of expenses. |
| 8 | Ensure all support and information material for volunteers is kept up to date and relevant. |
| 9 | Help volunteers to address problems affecting them, and address problems with volunteers’ performance and conduct. |
| 10 | Where necessary, help volunteers to change or conclude their role and contribution. |
| 11 | Identify, assess and control health and safety risks relating to volunteers. |
| 12 | Celebrate volunteering by nominating volunteers for awards |
| 13 | Organise events that involve volunteers, such as meetings, training events, celebration events, internal conferences etc; planning events, locating and arranging venues, organising resources; arranging attendance; co-ordinating and evaluating events. |
| **Performance and development** | |
| 1 | Keep up to date with legislation and policy related to volunteering and make any necessary modifications to accommodate changes |
| 2 | Support the monitoring and evaluation of volunteering, identifying and gathering information to demonstrate the difference volunteering makes. |
| 3 | Contribute to written reports for funders and trustees. |
| 4 | Produce content for BCWA external communications eg social media posts and website/e-newsletter news items on volunteering at BCWA. |
| 5 | To be a proactive enthusiastic member of the team contributing to contract requirements and targets. |

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| **General Duties** | |
| 1 | To be fully compliant and up to date with BCWA’s policies and uphold standards of best practice. To remain up to date and compliant with local/regional/national legislation and emerging evidence. |
| 2 | To develop, maintain and represent positive, collaborative working relationships with all BCWA staff, being committed as part of the team to providing a high level of support to victims and survivors. |
| 3 | To attend all meetings or training as required, attend monthly supervision sessions, and appraisals. |
| 4 | To participate in BCWA performance management processes, participate in target setting within the role and work to established targets. |
| 5 | Ensuring that your practice meets health and safety standards in accordance with BCWA policy and procedures when working at different sites including non BCWA sites and use of relevant equipment |

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| **Safeguarding responsibilities (the individual’s responsibility for promoting and safeguarding the welfare of children and young people they are responsible for, or come into contact with)** | |
| 1 | \*\*All posts are subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975.  It will be necessary for an enhanced disclosure to be made to the Criminal Records Bureau for details of any previous criminal convictions. |
| 2 | You are responsible to ensure children and young people you work with are safeguarded, this includes following BCWA safeguarding policies and procedures and feeding any concerns into your line manager or designated safeguarding lead. |

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| **Important information** | |
| 1 | This job description will be subject to review as part of the annual appraisal process. The post holder will be expected to be flexible in her development of the post and will participate fully in all discussions about the nature of her work and the tasks involved. |
| 2 | Black Country Women’s Aid is committed to safeguarding and promoting the welfare of vulnerable adults, children and young people and expects all staff and volunteers to share this commitment. |
| 3 | Any other duties which the Chief Executive may feel necessary from time to time. |
| 4 | Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010 applies.  The post holder must be female in accordance with the Sex Discrimination Act 1975 Part 7 (2) (e) |

# Person Specification

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| **Qualifications and Experience: You are required to have:** | |
| 1 | An education to NVQ Level 3 or equivalent (desirable) |
| 2 | Experience of managing volunteers or coordinating volunteering programmes (essential) |
| 3 | A good level of computer literacy, including comfort with Microsoft Office (Word, Excel, Outlook) |
| 4 | Experience of working for a charitable or community-facing organisation (desirable) |

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| **Knowledge: You are required to:** | |
| 1 | Have an understanding of relevant legislation, government policy and good practice requirements relating to volunteering (essential) |
| 2 | Have knowledge of Health and Safety, GDPR compliance and management (desirable) |

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| **Skills/ and abilities: You are required to have the ability to :** | |
| 1 | Present information clearly, concisely, accurately and in ways that promote understanding, including a good level of written and verbal communication |
| 2 | Use a range of communication styles and techniques to maintain people’s interest and attention |
| 3 | Prioritise objectives and schedule work to make the best use of time and resources |
| 4 | Be calm and resilient whilst under pressure and to remain optimistic and persistent |
| 5 | Respond positively and creatively to problems and setbacks |
| 6 | Work independently and within a team |
| 7 | Inspire others, championing work to achieve common goals |
| 8 | Encourage and support others to make the best use of their abilities |
| 9 | Show empathy with others’ needs, feelings and motivations, taking an active interest in their concerns |
| 10 | Model behavior that shows respect, helpfulness and cooperation |
| 11 | Clearly state what is required of others and hold them to account |
| 12 | Show integrity and fairness in decision-making and say no to unreasonable requests |
| 13 | Recognise when there are conflicts, acknowledge the feelings and views of all parties, and redirect people’s energy towards a common goal |
| 14 | Act to protect the health, safety and well-being of others |
| 15 | Comply with, and ensure that others comply with, legal requirements, industry regulations, organisational policies and professional codes |
| 16 | Seek out and act on new opportunities |
| 17 | Monitor quality of work and progress against plan |

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| **Character and Personal qualities: You will be required to have:** | |
| 1 | A feminist perspective on how gender, social, economic, race, cultural, linguistic, religious and sexual orientation issues may impact on people’s lives |
| 2 | A confident, assertive, positive attitude and commitment to everything that BCWA stands for |
| 3 | Non-judgmental, non-directive and anti-discriminatory approach to empowering women |
| 4 | A high level of self-motivation, initiative and integrity and an ability to think creatively |
| 5 | A willingness to learn new skills |

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| **Other Requirements: You will be required to:** | |
| 1 | Have a current driving license and access to a vehicle |
| 2 | Be able to work at evenings and weekends occasionally when required |
| 3 | Be eligible to work in the UK |

# Version control and Sign off

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| Job Description produced by: | Kat Bailey, Development & Communications Manager | Date Produced | 01/11/2019 |
| Job Description reviewed by: | Sara Ward | Date reviewed | 04/11/2019 |
| Job Description approved by: | Kathleen Collier | Date Approved | 13/11/2019 |

This JD was written in accordance with the National Occupation Standards for Volunteer Management