## Role information

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| Job title: | Black Country Volunteer and Involvement Coordinator | Travel required: | Some travel across BCWA sites may be required |
| Location: | Based at our Sandwell office, but may need to attend other sites as necessary across the Black Country area | Position type: | Administrative and project support |
| Service area: | Corporate Services | Salary: | £22,934 - £26,292 (pro rata) |
| Responsible to: | Head of Learning and Employee Development | Working hours: | Part-time, 3 days/22.5 hours per week  Flexible to the right candidate. Role will include out of hours work, evenings and weekends |

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| Additional requirements | Organisational benefits |
| * May require some work outside of normal office hours * Full driving license with willingness to use own vehicle * DBS check to be undertaken * Eligibility to work in the UK * Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010 applies. The post holder must be female * The post holder may be required to undertake additional duties from time to time as instructed by the Development and Communications Manager and CEO * This job description will be subject to review as part of the annual appraisal process. | * Mileage allowance * Training and development opportunities * Employee Assistance Programme * Access to group clinical supervision with a BACP trained counsellor * 22 days of annual leave (pro rata), plus bank holidays. Opportunities for this to be extended after 3 years of service * Annual leave ‘buy back’ scheme for those who want to purchase additional annual leave days * Bi-annual staff away days * Regular internal newsletter created by staff * Time off in lieu (TOIL) when overtime is required * 5% employer contribution to pension |

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| Job Brief |
| Black Country Women’s AidBlack Country Women’s Aid (BCWA) is an established charity that provides a range of specialist abuse support services to women, men and children across the Black Country. Our holistic, trauma-informed support enables victims to escape violence and abuse, cope with trauma and build resilience. **Black Country Women’s Aid Corporate Services**  Our Corporate Services comprise of BCWA’s Finance, Fundraising, Human Resources, Training and Governance teams. The work undertaken by Corporate Services underpins the support provided by our frontline staff. As BCWA has grown, Corporate Services have become more integral to the development and success of the organisation and we are now looking for a Volunteer Coordinator to develop and support all aspects of volunteering at BCWA.  **The Volunteer and Involvement Coordinator Job Role**  The Volunteer and Involvement Coordinator will work will work with our skilled and highly motivated staff teams to identify opportunities to involve volunteers and experts by experience in support, administration, fundraising, consultation and other roles. The post holder will recruit, motivate and support volunteers and experts by experience to contribute to the work of BCWA and develop their skills. They will keep accurate records and handle administration related to this, ensuring the best practice is followed and maintained.  We are looking for an outstanding communicator, with a high level of interpersonal skills and ability to adapt to the digital environment. The post holder will be able to work cooperatively with volunteers and experts by experience and a range of colleagues. They will also be confident networking with other organisations and professionals. |

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| **Working for BCWA** | |
| BCWA Values | This role will be an ambassador for BCWA promoting the values of the organization and all it stands for.  The post holder must possess the understanding, skills and commitment to challenge abuse and violence within our society, acknowledging that victims are faced with many barriers. 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 vulnerable adults, children and young people and expects all staff and volunteers to share this commitment.  Employees must ensure that all practice is delivered within the framework of Safeguarding Adults and Children.  All posts are subject to the Rehabilitations of Offenders Act (Exceptions Order) 1975. It will be necessary for a check to be made to the Disclosure and Barring Service for details of any previous criminal convictions. |
| Equality and diversity | BCWA is a feminist organisation devoted to equal opportunities and a fairer society where everyone has the opportunity to fulfil their potential and diversity is valued.  BCWA will ensure that all employees, applicants for employment and volunteers are treated fairly and with respect at all stages of their employment or service. |
| General Data Protection Regulation (GDPR) | BCWA is committed to protecting the rights and freedoms of all individuals in relation to the processing of their personal data.  All employees are required to comply with GDPR procedures and principles. |

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| **Principal Duties** | |
| 1 | Promote volunteering and experts by experience involvement within BCWA, helpinginternal stakeholders (including trustees, managers and frontline workers) to understand their role and contribution. |
| 2 | Promote volunteering and experts by experience involvement to potential and actual candidates, encouraging new people to get involved. This may include the development of content for BCWA external communications e.g. social media posts and website/e-newsletter news items on volunteering and involvement at BCWA. |
| 3 | Liaise with departments within BCWA to understand how they work, assess their needs, identify where and what volunteers or experts by experience are required, generating appropriate opportunities and matching suitable candidates to the role. |
| 4 | Deal promptly and professionally with all relevant enquiries to ensure positive outcomes for the volunteers, experts by experience and BCWA. |
| 5 | Recruit volunteers and experts by experience in accordance with BCWA’s Safer Recruitment Policy, ensuring that recruitment processes are fair and accessible, and working with the Human Resources Administrator to ensure reference and screening checks are completed where appropriate. |
| 6 | Manage the induction of volunteers and experts by experience, identifying requirements, preparing information and guidance materials and organising induction activities. |
| 7 | Lead and motivate volunteers and experts by experience, ensuring they understand their roles and responsibilities; supporting them during activities, exchanging feedback and addressing any issues with conduct and performance. |
| 8 | Ensure there is appropriate ongoing support, training and supervision of volunteers and experts by experience. |
| 9 | Support the development of volunteers and experts by experience, including their knowledge, skills and competence, helping them to plan and evaluate their learning and development, and making suitable opportunities available to them. |
| 10 | Maintain relevant records: keeping an accurate database in line with data protection legislation and using personal information in line with confidentiality requirements. |
| 11 | Undertake any other associated administrative duties, including maintaining records of expenses and ensuring resources are relevant and up to date. |
| 12 | Organise, coordinate and evaluate events that involve volunteers and experts by experience, such as meetings, training events, celebration events and internal conferences, ensuring that health and safety is adhered to. |
| 13 | Keep up to date with legislation and policy related to volunteering and experts by experience involvement and make any necessary modifications to accommodate changes. |
| 14 | Support the monitoring and evaluation of volunteering and experts by experience involvement, identifying and gathering information to demonstrate the difference volunteering and experts by experience involvement makes. |

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| **General Duties** | |
| 1 | Involve and encourage client feedback and consultation. |
| 2 | To be fully compliant and remain up to date with BCWA’s policies and procedures, local and regional operational protocols and national legislation. |
| 3 | To develop, maintain and represent positive, collaborative working relationships with external professionals and all BCWA staff, being committed as part of the team to providing a high level of support to victims and survivors. |
| 4 | To attend all meetings and training as required, attend monthly supervision sessions and appraisals. |
| 5 | To participate in BCWA performance management processes within agreed timescales, providing robust outcomes and evaluation reports on progress within the role. |
| 6 | Reporting to service managers in line with their contract/service plan. |
| 7 | To ensure effective communication across all services and ensure that the service manager is informed at all times of any issues that impact effective service delivery. |
| 8 | To work within the organization’s quality assurance framework and ensure we provide a quality service to victims of abuse. |
| 9 | To develop innovative ways of working with victims of abuse based on good practice and evidence based research. |
| 10 | To support students, volunteers and apprentices as required. |
| 11 | To represent the organization positively contributing to local, regional and national strategy and events. |
| 12 | Maintain accurate and up to date records in line with organisational policies and procedures. |

# Person Specification

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| Qualifications and Experience | | Essential Criteria | Desirable Criteria | How Measured   * A – application * I – interview * T – test * R – references * E – evidence (ID, certificates) |
| 1 | An education to NVQ Level 3 or equivalent |  | X | A, E |
| 2 | Training/education qualification (minimum Level 3) |  | X | A, E |
| 3 | Experience of managing volunteers or coordinating volunteering programmes | X |  | A, I |
| 4 | Experience of working/liaising within a multi-agency setting with a range of stakeholders | X |  | A, I |
| 5 | Experience of working within the charitable sector or a community-facing organisation |  | X | A, I |
| 6 | Experience of organizing events |  | X | I |
| 7 | Experience of delivering training to various audiences |  | X | I |
| 8 | Experience of working within a formal contracting environment delivering/achieving against a specification and performance targets |  | X | A, I |

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| Knowledge | | Essential Criteria | Desirable Criteria | How Measured |
| 1 | Understanding of trauma informed approaches |  | X | A, I |
| 2 | Knowledge of the Violence Against Women and Girls Strategy and the gendered nature of violence |  | X | I |
| 3 | Have knowledge and experience of applying health and safety and GDPR compliance | X |  | I |
| 4 | Have an understanding of relevant legislation, government policy and good practice requirements relating to volunteering and experts by experience involvement | X |  | I |

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| Skills and abilities | | Essential Criteria | Desirable Criteria | How Measured |
| 1 | A good level of computer literacy, including comfort with Microsoft Office (Word, Excel, Outlook) | X |  | A |
| 2 | Recognise when there are conflicts, acknowledge the feelings and views of all parties, and redirect people’s energy towards a common goal | X |  | A,I |
| 3 | Ability to work independently and within a team to meet targets and deadlines, problem-solve and respond to unplanned demands. | X |  | A, I |
| 4 | Maintain professional boundaries and know when to seek management guidance and support when required. | X |  | I |
| 5 | Present information clearly, concisely, accurately and in ways that promote understanding, including a good level of written and verbal communication | X |  | A, I |
| 6 | Use a range of communication styles and techniques to maintain people’s interest and attention | X |  | A, I |
| 7 | Ability to build and develop relationships with services and partner agencies, including through telephone, face to face and written reports. | X |  | I |
| 8 | Ability to be calm and resilient whilst under pressure and to remain optimistic and persistent. | X |  | I |
| 9 | Ability to deliver effective training face to face, online and via e-learning systems. |  | X | A I |

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| Personal Attributes | | Essential Criteria | Desirable Criteria | How Measured |
| 1 | A feminist perspective on how gender, social, economic, race, cultural, linguistic, religious and sexual orientation issues may impact on people’s lives. | X |  | I |
| 2 | Uses a client-centred approach, demonstrating empathy, respect, trustworthiness and compassion. |  | X | I |
| 3 | Non-judgmental, non-directive and anti-discriminatory approach to empowering victims and survivors of abuse. | x |  | I, A |
| 4 | Organised, proactive and consistent delivery of work. | X |  | I |
| 5 | High level of self-motivation and integrity and an ability to think creatively with a ‘can-do’ attitude that can inspire others. | X |  | A, I |
| 6 | Evidence of personal resilience and aptitude for dealing with potentially distressing and highly emotional work. | X |  | A, I |

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| Other Requirements | | Essential Criteria | Desirable Criteria | How Measured |
| 1 | Have a current driving license and access to a vehicle |  | X | E |
| 2 | Be willing to work unsociable hours, including evenings and weekends when required |  | X | A, I |
| 3 | Eligible to work in the UK | x |  | E |

# Version control and Sign off

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| Job description produced by: | Jas Adkins  Project Officer | Date Produced | 17/11/2021 |
| Job description reviewed and approved by: | Amy Parker  Head of Finance/Deputy CEO | Date Approved | 19/11/2021 |