

JOB DESCRIPTION

POST TITLE	Community and Volunteer Engagement Coordinator
HOURS	25 hours per week
SALARY	Between £19,930 and £21,030 per annum for 25 hours dependent upon experience. <i>(This is pro rata from £27,900 to £29,450 p.a. for a full-time equivalent).</i>
DURATION	2-year fixed term post, with the possibility of becoming a permanent position after two years
REPORTS TO	Services Manager
LOCATION	Redhill, Surrey

JOB PURPOSE:

The post holder will be responsible for providing needs-led, trauma informed, strengths-based volunteering advocacy and support service to survivors of domestic abuse. The post holder will also lead on engaging with our local community, raising awareness, encouraging donations, building relationships, creating safe spaces for survivors within the community and ensuring that the survivor's voice is at the centre of their work. The role will also encompass delivering an effective communication and social media strategy.

MAIN DUTIES:

1. To recruit, train, place, motivate and support volunteers, who have an understanding of the issues with which we work. This will enable them to play a key part in the delivery of our outreach and associated services to adult and child survivors of domestic abuse.
2. Maintain accurate and confidential case management records and databases and contribute to the monitoring and evaluation of the service.
3. Lead on the development and management of our existing volunteering programme for survivors of domestic abuse. This will need to take account of the multiple needs of survivors and volunteer aspirations, capabilities and time commitment.
4. Specifically work to harness the skills, experience and expertise of those with lived experience of domestic abuse within the volunteering project.
5. To liaise with our outreach workers, other staff, counsellors and those with lived experience to best determine the most appropriate use of volunteer time so that it compliments and provides added value to existing service provision.

6. Co-ordinate the day-to-day management of volunteers and ensure that best practice is applied and all ESDAS policies are adhered to. This will include regular meetings with volunteers, individually and in groups, and annual support meetings. The process will monitor progress, respond to any queries or problems and enhance personal development.
7. To oversee the delivery of specifically funded volunteer projects within relevant timescales and budgets. Ensuring that outcomes are met and communicated where appropriate.
8. To develop and deliver an effective communication and social media strategy.
9. Alongside the Services Manager to be responsible for ensuring that ESDAS has a comprehensive approach to Survivor Consultation and Survivor Involvement at all levels within the organisation.
10. Respect and value the diversity of the community (geographical or minoritised communities) in which services are delivered and recognise the need and concerns of a diverse range of survivors, ensuring the service is accessible to all.
11. Participate in regular management supervision, case reviews and clinical supervision to ensure the highest standards of support and advocacy.
12. Maintain strict organisational confidentiality, professional boundaries and security procedures.
13. Identify own training and development needs and participate in all training courses relevant to the organisation and role commitment to providing high quality services.
14. Work at all times with due regard to the policies and procedures of ESDAS, including financial regulations, participating in their development and amendment where required.
15. Willingness to participate in promotional, fundraising and income generating events, activities and any other duties as may be reasonably required by the organisation.

OTHER:

1. The post is subject to an enhanced Disclosure and Barring Service check which will be carried out at appointment of a candidate.
2. This post is subject to completion of a six-month probationary period.
3. Must be mobile to work across the whole of our area of operation and Surrey area as required.
4. A valid driving licence and own transport is essential for this post.

- The post is subject to an enhanced vetting and barring check and open to women only. Genuine Occupational Requirement (GOR), Schedule 9 (Work; Exceptions), Part 1 (Occupational Requirements), of the Equality Act (2010) applies.

This job description is not designed to provide an exhaustive list of tasks and therefore the post holder is expected to undertake any other reasonable duties within the scope of the post as specified by their line manager.

PERSON SPECIFICATION

EXPERIENCE		
Criteria	Essential/ Desirable	How Assessed
Experience of working with issues surrounding gender-based abuse, stalking, domestic abuse/interpersonal violence.	D	Cover Letter/CV/Interview
Experience of managing a caseload of individuals, assessing their needs and formulating support plans and helping people reach their goals	D	Cover Letter/CV/Interview
Experience of working with individuals with multiple disadvantages such as drug or alcohol issues and/or mental ill health	D	Cover Letter/CV/Interview
Experience of identifying safeguarding concerns and reporting concerns in line with local procedures	E	Cover Letter/CV/Interview
Experience of multi-agency partnership working and representing organisations at external meetings and conferences	E	Cover Letter/CV/Interview
Experience of writing reports, briefings, and case studies	E	Cover Letter/CV/Interview
Experience of stakeholder and community engagement	E	Cover Letter/CV/Interview
Experience of speaking at awareness raising events in a variety of community settings	D	Cover Letter/CV/Interview
Experience of developing and creating fundraising and marketing resources	E	Cover Letter/CV/Interview

Experience of managing and working with volunteers	E	Cover Letter/CV/Interview
KNOWLEDGE AND UNDERSTANDING		
Criteria	Essential/Desirable	Assessed?
Excellent understanding of all inter personal violence (including the Power and Control Wheel)	E	Cover Letter/CV/Interview
Excellent understanding of the impact of domestic abuse, sexual violence and gender-based violence on survivors and the breadth of impact across the victim's network of family, friends, co-workers, community, etc.	E	Cover Letter/CV/Interview
Theoretical, practical and procedural knowledge of civil and criminal justice remedies for survivors of stalking	D	Cover Letter/CV/Interview
Thorough understanding of safeguarding in regard to children and vulnerable adults, and the legal responsibilities surrounding these issues	D	Cover Letter/CV/Interview
Understand principles of risk assessment, safety planning and risk management for survivors of stalking for primary and secondary survivors	D	Cover Letter/CV/Interview
Good understanding of correct and effective information sharing between agencies	D	Cover Letter/CV/Interview
Understanding of the remits and resources of relevant statutory bodies and voluntary agencies	D	Cover Letter/CV/Interview
Knowledge of local support services for individuals living in the local areas	D	Cover Letter/CV/Interview
SKILLS AND ABILITIES		
Criteria	Essential/Desirable	Assessed?
Confident about making pro-active contact with a range of stakeholders	E	Cover Letter/CV/Interview
Able to work on own initiative	E	Cover Letter/CV/Interview
Self-motivated, confident, enthusiastic and reliable	E	Cover Letter/CV/Interview

Ability to work in a manner that empowers survivors and volunteers to make decisions and choices about their recovery from abuse	E	Cover Letter/CV/Interview
Highly skilled in making sound judgements in crisis and difficult situations	E	Cover Letter/CV/Interview
Ability to work in a flexible and responsive manner whilst prioritising work in a busy environment	E	Cover Letter/CV/Interview
Excellent communication skills and the ability to work in a confidential manner. With excellent negotiation and advisory skills, both written and verbal.	E	Cover Letter/CV/Interview
Good IT skills including the ability to use Microsoft Office and organisational case management databases	E	Cover Letter/CV/Interview
Ability to work with kindness, honesty and integrity	E	Cover Letter/CV/Interview
EDUCATION		
Criteria	Essential/Desirable	Assessed?
A good standard of general education	E	Cover Letter/CV
OTHER		
Criteria	Essential/Desirable	Assessed?
Understanding and commitment to equal opportunities and anti-racist practice issues in policy and practice	E	Cover Letter/CV/Interview
Willingness to undertake training and a commitment to continuous personal development	E	Cover Letter/CV/Interview
Willingness to work flexibly and has access to a car and able to travel to different sites and venues	E	Cover Letter/CV/Interview
Integrity and respect when working with all survivors, agencies, stakeholders and colleagues	E	Cover Letter/CV/Interview