

Community Engagement Volunteer Role Description

Section 1 - Details

Role title	Community Engagement Homeless Hub Volunteer
Business/Operational Group	Multi Crime
Department/Team (if applicable)	Dorset
Person responsible for managing and supporting the volunteer	Denize Flynn
Role location	Poole
Number of hours per week/month	3 hours or more hours per month

Although you are under no obligation to do so, ideally you would volunteer within this role for a period of at least 12 months. This will help you get the most out of the experience and provide some consistency for the victims and witnesses that we support.

Section 2 - Role Purpose

Community Engagement Volunteers help us to engage our local communities and inform them about crime and our work. There are many different ways this can be done, please see below

Section 3 - Main Activities

This role will involve one or more of the following activities:

	Activity
1	Represent Victim Support at a homeless hub, raising awareness of the work of the organisation
2	Actively engage with hub users to ensure barriers to engagement are identified and challenged
3	Signposting hub users to Victim Support and other relevant organisations

Section 3A - Specific Role activities

	Activities specific to this role include:
1	Become familiar with the types of support offered by the organisation
2	Engage with service users to build and develop relationships
3	Raise awareness of Victim Support and signpost or refer to Victim Support services
4	Signposting to other relevant local and national services
5	Provide regular updates to the team on areas such as the number of referrals made, signposting that has taken place and information requested by hub users
6	Identify situations where we are unable to directly meet the needs of the client and liaising with staff where appropriate
7	Support staff with the preparation and serving of food and drinks at the hub

Section 4 - Role Objectives

	Measures of success
1	Support staff at the homeless hub
2	Engage with hub service users to raise awareness of Victim Support
3	Signposting to Victim Support and other relevant local and national services

Section 5 - Competencies

Competency	Level required (see below)
Builds customer value	1
Drives performance	1
Communicates effectively	1
Embraces and drives change	1
Grows diverse, high performing teams	1
Knows & grows the business	1

These are adapted from the Victim Support Behavioural Competency Framework:

Level 1: Roles which make an individual contribution to the business

Level 2: Roles which are responsible for a process and or people

Level 4: Roles which lead people and / or own a process directly & influence senior leaders

Please note that competency levels 3 & 5 do not apply to volunteer roles.

Section 6 - Learning & Development

Foundation (mandatory)	Online modules on; Safeguarding, General Health and Safety, Fire safety, GDPR, Prevent, Equality Diversity & Inclusion and Cyber Security
Community Engagement	Community Engagement Volunteer Presentation Workbook

	<i>Additional training to be provided at the homeless hub regarding food handling</i>
Service Model	Slides to familiarise with how we deliver services.

All learning should take approximately 5-7 days to complete.

Section 7 - Person specification (qualifications, knowledge, experience, skills and attributes needed for the role)

Requirement	Essential	Desirable	Tested*
Good communications and interpersonal skills	x		A, I
Previous experience of being a victim of crime or the criminal justice system	x		A, I
Competent in the use of technology; email, Microsoft office applications, online learning.		x	A,

*Tested - A (application), I (interview), T (test or Assessment)

8. Key Contacts/Relationships

- VS staff
- Other Volunteers
- Local community Groups

9. Any other relevant information

- **Confidentiality**
Ensure that essential information of a sensitive and/or personal nature is not disclosed to, or discussed with, inappropriate persons and that all information is maintained in accordance with the GDPR and other related legislation/requirements.
- **Equality, diversity and inclusion**
Ensure all duties are carried out in a manner which promotes Victim Support's equality, diversity and inclusion policies.
- **Health & safety**
Promote a health and safety culture, observe all health and safety rules and procedures and complete training courses, as required.
- **Safeguarding**
VS are committed to recruiting with care and to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Background checks and Disclosed Barring Service checks will be required for this role.
- **Digital**
Competently utilise technology to perform the role including internet-based voice and video calls, Microsoft Office applications, the Victim Support

intranet, human resource and finance systems, case management system software and other bespoke VS software and applications.

This document is not intended to be legally binding and there is no intention to create any employment relationship, either now or at any time in the future.

Last updated 27/11/2023