



Role Profile

Last updated April 2024

Job Title:	Volunteer Coordinator	Department:	Services
Reports to:	Devon Service Manager	Salary:	£23,088 -£25,158
Accountable to:	Service Manager	Hours:	37 hours
Responsible for:	Volunteers	Location:	Devon
Vetting Level	Enhanced DBS	Holiday Entitlement	28 days plus bank holidays

Main purpose of the Job

The Volunteer Coordinator will be responsible for managing and co-ordinating FearFree' Volunteers, including supervision and coaching of volunteers.

Volunteers are essential to FearFree services both support service roles and non-support service roles such as admin and fundraising. Volunteers will be within the following roles:

- **Helpline Support:** Responsible for logging referrals and triaging cases, ensuring initial safety advice is given and the service user is directed to the most appropriate service, as well as responding to professional enquiries.
- **Facilitating and Co-facilitating Group Work Programmes:** This will include facilitating peer support groups and being second facilitator for group work programmes providing support to victims/survivors of domestic abuse, those who have experienced sexual violence and group programmes for perpetrator groups supporting those who wish to change their behaviour.
- **Befriending Services:** offering support to individuals who have experienced domestic abuse or sexual violence and are still impacted by the trauma of their experiences, providing support and encouragement to enable service users to create independent and fulfilling lives.
- **Admin support:** Supporting with our admin support teams such as HR support, finance support, covering reception and other tasks as required.

The Volunteer Coordinator will work closely with the Volunteer Manager, Head of Fundraising and other Volunteer Coordinators in other FearFree localities.

FearFree is committed to hybrid working and this role will be a mix of home based and office based, alongside requiring travel for meetings. Travel across Devon is required and occasional travel to our other offices may be required.

Main Responsibilities and Tasks

Recruitment and training of volunteers

- Participating in the recruitment of volunteers in both service user facing roles and support roles. This will include advertising for roles, interviewing perspective volunteers and supporting with HR processes.
- Planning and delivering thorough training for all volunteers, dependent on the role they will be completing.
- Ensuring each volunteer continues to develop in their role.
- Liaise with Service Managers and Team Managers to identify roles where volunteers could be utilised.

Service delivery and management of volunteers

- Providing line management support and supervision to volunteers.
- Be point of contact for volunteers to raise concerns and discuss cases.
- Ensure the delivery of a high quality, responsive service to people who have experience domestic abuse and/or sexual violence.
- Manage volunteers to ensure service users individual issues and needs are clearly identified and plans meet these needs including matching volunteers with clients.
- Manage the quality assurance of support given by volunteers including safeguarding and compliance with all relevant legislation and best practice guidance.
- Network with other agencies in order to maintain effective communication and joint working for the benefit of service users.
- Promote the rights, equality, diversity and needs of service users by ensuring they are respected and valued as individuals.
- Produce stories and case studies to support the promotion of the service and to evidence the impact of the service.
- Engage with our Marketing and Fundraising Manager to support with coordinating events and to encourage wider team engagement and support.

Other

- Providing written reports and information as required, including information which can be used for the promotion of the organisation and to deliver key messages regarding the experiences of our service users.
- Undertake role relevant training to maintain knowledge, keep up to date with legislation, information and best practice relating to domestic abuse, sexual violence and other related work to maintain Continued Professional Development.
- Attend team meetings, monthly supervision and participate in organisational data collection as required.
- Contribute to effective team working with a flexible and pro-active approach.
- Work within organisational policies and procedures at all times.

- Respect and value the diversity of the community in which the services work in and recognise the needs and concerns of a diverse range of service users ensuring the service is accessible to all.
- Ensure security of data, especially sensitive personal data inline with the information security policy.
- Maintain an awareness and observation of Fire, Health & Safety regulations.
- Undertake all statutory and mandatory training, as required by the organisation.
- Carry out any other duties that are within the scope, spirit, and purpose of the role, as required.

Person specification

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Behaviour Change Support Worker	Essential	Desirable	How identified
Qualification			
Educated to level 3 (A Level) or equivalent experience	E		A
Evidence of continued professional development		D	A
Knowledge/ability			
Knowledge of volunteering and supporting vulnerable individuals		D	A/I
Knowledge of domestic abuse and sexual violence	E		A/I
Understanding and knowledge of risk assessment and management		D	A/I
Understanding of safeguarding		D	A/I
Experience			
Experience of managing and supporting volunteers or staff		D	A/I
Experience of supporting and motivating people to make positive changes to their lives	E		A/I
Experience of multi-agency working		D	A/I
Experience of working in the domestic abuse and/or sexual violence arena		D	A/I
Experience of working in the voluntary sector		D	A/I
Experience of working in a highly sensitive environment, health or social care or other service setting.		D	A/I
Experience in and commitment to child safeguarding	E		A/I
Skills			
Effective communicator both verbal and written, including report writing skills.	E		A/I
Effective organisation and planning skills, including meeting deadline and targets	E		A/I

Ability and enthusiasm to motivate volunteers	E		A/I
Ability to maintain effective records with a high attention to detail	E		A/I
Ability to work alone and as part of a team	E		A/I
Good computer literacy skills with experience of Microsoft Office and some experience of working with databases.	E		A/I
Experience in coaching volunteers		D	A/I
Behaviours			
Be compassionate and empathetic to service user's situation	E		A/I
Have a flexible approach to work	E		A/I
Ability to work under pressure and be aware of own needs and take responsibility for self care	E		A/I
Act with integrity and respect when working with all service users, colleagues, agencies and individuals	E		A/I
Be self motivated, with a professional but friendly approach	E		A/I
Other			
Willingness to contribute to the ongoing development of the charity	E		A/I
Full driving licence, business use insurance cover and use of a car	E		A/I
Willing to travel throughout the service area	E		A/I
Willingness to work occasionally outside of normal working hours (time off in lieu given)	E		A/I

Applicants will be assessed against the person specification by the following methods:

A = application form

I = interview

P = presentation

As explained in the guidance notes the application form asks you to set out how you meet the qualities/skills outlined in the Person Specification AND IS THE MOST IMPORTANT PART OF YOUR APPLICATION. This is your chance to explain why you are suitable for the job. You should try to show how you meet the criteria set out in this person specification. Applicants



who are able to provide examples of how they meet the criteria are more likely to be offered an interview. Consider all the relevant experience you have gained and make sure that you tell us about it.