**Job Description**

**Job title: Volunteer and helpline Coordinator**

**Location: Ipswich office**

**Responsible to: Director**

**Responsible for: Volunteers**

**Hours: 21 hours per week** (including working at least 2 evenings a week (Tuesday and Thursdays))

**About Suffolk Rape Crisis**

Suffolk Rape Crisis (SRC) is a feminist organisation, which aims to:

* Support survivors of rape or sexual abuse aged 14+. We work to empower survivors and help them to maintain control of their lives
* Raise awareness about rape, sexual abuse and sexual violence
* Provide information, guidance, training, and expertise within the community.
* Contribute to policy initiatives and strategies aimed at improving the service provision for survivors.
* Actively challenge the values, beliefs and behaviours which contribute to sexual and gender-based violence.
* Work in partnership with local service providers and communities to promote the values of SRC

**Main Purpose of the post**:

The Volunteer and Helpline Coordinator will be responsible for the recruitment and co-ordination of volunteers for Suffolk Rape Crisis and promoting the SRC helpline regionally to the public and other agencies. She will develop and deliver SRC’s volunteer strategy to ensure that we have a robust and dynamic volunteer team that are able to meet the needs of SRC and our service users. The Volunteer Co-ordinator will work with other SRC staff and the SRC trustee group to develop and sustain the project.

**Terms and Conditions:**

The post is subject to a three month probationary period. Termination of the post is subject to 4 weeks’ notice on either side.

We welcome applications from anyone who identifies as a woman. We would particularly welcome applications from BME and trans women, who are currently underrepresented in our team. This post is exempt under Section 83 schedule 9, Part 1, 1.1(a) and (c) of the Equality Act 2010.

**Holiday Entitlement:**  30 working days per annum pro rata

**Duties and Responsibilities**

1. Responsible for the recruitment and retention of volunteers
2. Develop a volunteer recruitment strategy to deliver on targets set by SRC’s funders
3. To ensure the smooth running of the helpline service, including setting rotas, collection and inputting of data, monitoring, etc.

1. Develop new voluntary roles for women to get involved in the work of SRC and implement creative ways to engage volunteers
2. Deliver training to all helpline volunteers in line with RCEW standards.
3. Research relevant organisations/groups and identify events in Suffolk to promote volunteering opportunities, in addition to advertising to the general public
4. To co-ordinate and manage the work of the SRC volunteers
5. Ensure that appropriate clinical supervision is in place for volunteers
6. Act as main contact for communications with volunteers and ensure they are kept up-to-date with SRC organisational developments and relevant legislation and policies
7. To be responsible for advertising the helpline across Suffolk
8. To work to Rape Crisis National Standards.
9. To promote the work of SRC by liaising with other organisations and in the community representing SRC to raise awareness of the issues of sexual violence.
10. To co-ordinate with colleagues to ensure SRC is represented at all relevant strategic meetings including regional Rape Crisis meetings
11. To provide regular statistical reports, e.g. number of helpline calls answered and volunteer activity, and attend regular trustee group meetings.
12. To ensure that Equality and Diversity is actively promoted and that the Equal Opportunities Policy is adhered to in all activities
13. To undertake any appropriate training as agreed by the Management Committee and to take responsibility for own professional development/training

This job description may be updated by the Management Committee of SRC from time to time in order to meet the changing requirements of the job. Other duties may be required from time to time in line with the purpose and level of responsibility of the post.

# PERSON SPECIFICATION

Short-listing and subsequent selection for this post will be determined by the extent to which you meet the requirements detailed in this person specification. You should try to demonstrate on the application form the extent to which you satisfy each of the points of this specification, where possible in terms of past experience.

**Method of assessment (A = Application, I = Interview, P = Presentation)**

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| --- | --- |
| **ESSENTIAL** | **DESIRABLE** |
| **Experience/knowledge**   * Understanding and knowledge of sexual violence and its impact **(A, I)** * Good understanding of the needs of vulnerable women **(A, I)** * Experience and understanding of developing partnerships across voluntary and statutory sectors **(A, I)** * Experience of supporting and supervising volunteers **(A, I)** | * Experience of working in the violence against women sector **(A, I)** * Working within agreed budgets **(A)** |
| **Skills and abilities**   * Good communication skills both written and verbal **(A, I, P)** * Able to build good rapport and communicate with people at all levels **(I, P)** * Ability to work as part of team **(A, I)** * Ability to work on own initiative and be a self-starter **(A, P)** * Ability to motivate others **(A)** * Good interpersonal skills **(I, P)** * Good organisational skills **(A, I)** * Good record keeping, monitoring and report writing skills **(A)** * Ability to develop systems and procedures **(A)** * Ability to carry out monitoring and evaluation **(A)** * Excellent IT skills including word-processing, spreadsheets and other applications **(A)** | * Co-ordinating promotional materials and events **(A)** * Presentational skills **(P)** |
| **Specialist knowledge**   * Understanding and knowledge of violence against women issues and in particular barriers to accessing services **(A, I, P)** |  |
| **Training and education**   * Evidence of relevant professional or training qualifications **(A)** | * Evidence of continuing professional development **(A)** * Experience of delivering VAWG training **(A)** |
| **Equality issues**   * Understanding and commitment to equality and diversity – especially in regards to how this affects service delivery for marginalised and vulnerable women who have experienced sexual violence **(A, I)** |  |
| **Other requirements**   * Ability to work at least 2 evenings per week and have a flexible approach to working hours **(I)** | * Have own transport, with a clean driving licence **(I)** |

Please send completed application and equality and diversity monitoring forms to [director@srchelp.org.uk](mailto:director@srchelp.org.uk) by **5pm on 30th March 2018**.