**Job Description**

**Job title: Volunteer and helpline Coordinator**

**Location: Ipswich office**

**Responsible to: Director**

**Responsible for: Volunteers**

**Hours: 30 hours per week**

**Salary: £25,200 (pro rata, £20,432 actual)**

**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, specifically developing our support to survivors online and via social media.

The Volunteer and Helpline Coordinator role is both an internal and external-facing role. She will lead on developing relationships with new and existing supporters of SRC across Suffolk with the aim of building the visibility of the service and fundraising opportunities.

The volunteer coordinator role includes some evening and weekend work to meet the needs of the service.

**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 BAME 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 and in line with SRC’s strategic plan.
3. Work with colleagues to develop new online services for survivors.
4. 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 external supporters, ensuring they are kept up to date with SRC’s work.
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, community groups and supporters to raise awareness of sexual violence, the SRC service and encouraged increased engagement with the organisation.
10. To provide regular statistical reports, e.g. number of helpline calls answered and volunteer activity.
11. To ensure that Equality and Diversity is actively promoted that the E&D strategy is fully enbedded within the volunteer team.
12. To undertake any appropriate training as agreed by SRC and to take responsibility for own professional development/training

This job description may be updated by the trustees 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)**
* Experience of developing new projects and services **(A)**
* Experience of developing and delivering organisational volunteer strategies. **(A, I, P)**
* Experience of providing or coordinating helpline support. **(A, I)**
* Experience of community fundraising. **(A, I)**
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| **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)**
* Ability to engage with audiences on social media **(A, I)**
 | * Co-ordinating promotional materials and events **(A)**
* Presentational skills **(P)**
* Understanding of online support services for survivors. **(A, I)**
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| **Specialist knowledge*** Understanding and knowledge of violence against women issues and in particular barriers to accessing services **(A, I, P)**
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| **Training and education*** Evidence of relevant professional or training qualifications **(A)**
 | * Evidence of continuing professional development **(A)**
* Experience of delivering VAWG training **(A)**
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| **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)**
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| **Other requirements*** Ability to work evenings per week and have a flexible approach to working hours **(I)**
 | * Have own transport, with a clean driving licence **(I)**
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Please send completed application and equality and diversity monitoring forms to a.roch@srchelp.org.uk by **5pm on 27th May 2019**.