

JOB DESCRIPTION

VOLUNTEER MANAGER
DEPARTMENT: OUTREACH SERVICES
REPORTS TO: SENIOR SERVICES MANAGER
DIRECT REPORTS: SENIOR VOLUNTEER COORDINATOR & BCWA VOLUNTEERS /SOCIAL WORK STUDENT VOLUNTEERS
SALARY: £35,000 PRO RATA
HOURS: 17.5 HOURS PER WEEK
MAIN PURPOSE OF JOB
<p>To manage BCWA's volunteer programme within various projects and services.</p> <p>To provide valuable volunteering opportunities for survivors of domestic abuse and members of the community.</p> <p>To line manage, supervise, guide and support Senior Volunteer Coordinator</p> <p>To lead on achieving the 'Investing in Volunteers' Quality Standards Accreditation</p> <p>To review and strengthen BCWA volunteer programmes processes and procedures</p> <p>To monitor, collate data and statistics and produce quarterly reports.</p>
PRINCIPAL ACCOUNTABILITIES
<ul style="list-style-type: none"> • To provide leadership, support, and guidance to BCWA's volunteering team. • Work to achieving the 'Investing in Volunteers' Quality Standards Accreditation, gathering required information and liaising with relevant bodies. • Overall responsibility for the growth, development, and delivery of BCWA volunteer programme. • Ensure that BCWA's Volunteer programme responds to need in a scalable, sustainable, and agile way while providing a rewarding high-quality experience for our volunteers. • Explore and develop partnerships with local communities and devise and deliver a strategy to improve inclusivity and diversity across our volunteering programme that will enable us to reach and involve more people and drive forward positive change.

- Directly responsible for increasing our volunteer numbers, devise a strategy for growth and work to shape and improve the whole volunteer journey from recruitment and induction through to reward and recognition and everything in between.
- Develop, expand, and improve our volunteer opportunities, policies and procedures, quality standards and assurance processes to ensure we have an exceptional volunteer programme.
- Manage and assist with volunteer recruitment, interviewing candidates and matching them with appropriate roles.
- Ensure all volunteers are reference and enhanced DBS checked
- Develop and deliver bespoke volunteer induction and training
- Ensure appropriate support and supervision is available to volunteers at all times
- Ensure Health & Safety and Safeguarding training is completed and refreshed by volunteers where necessary.
- Organise and oversee regular volunteer social and support events.
- Raise public awareness of both the need for and the role of volunteering.
- Evaluate and improve the volunteering process and experience.
- Promote the organisation, its volunteer efforts and its accomplishments internally and externally.
- Working from BCWA's central office for 14 hours per week, unless otherwise directed.

Reporting:

- Ensure that the impact of the volunteer work is recorded, monitored, and evaluated.
- Record and track volunteer recruitment, retention, progress and outcomes
- Ongoing analysis and improvement of the whole volunteer journey to ensure the best possible experience.
- Provide verbal or written reports for senior management and/or funders as required.
- Accurately record and manage data and report on outcomes to deadlines as required.
- Budget responsibility for volunteering

General Duties:

- Attending and participating in regular supervision, staff and other meetings
- Participating in out of hours services where relevant
- Undertake any duties consistent with the post as may be reasonably requested by your line manager
- Assist in the continuous improvement of BCWA's services
- Work and deliver support in such a way that promotes service users independence, dignity and choice at all times and be accountable for the decision making process
- Ensure that any issues in relation to safeguarding children or vulnerable adults are brought to the immediate attention of your line manager, or the duty safeguarding lead

- Be an ambassador for BCWA, working in partnership with other agencies to ensure an effective, coordinated community response to survivors of domestic violence and their children
- Work within BCWA's quality management system following all policies and procedures
- Ensure that the views and experiences of women and agencies are sought actively, recorded carefully and inform the development of the service
- Maintain confidentiality and to ensure that professional boundaries are observed when working with service users, staff, volunteers and external bodies and to work within BCWA's Code of Conduct
- Act in accordance with and implementing all BCWA's policies and procedures
- Attend and participate in regular training when required
- Undertake any duties consistent with the post as may be reasonably requested by BCWA

THIS JOB DESCRIPTION ACCURATELY REFLECTS THE REQUIREMENTS OF THE JOB AT THE TIME OF WRITING BUT MAY BE SUBJECT TO CHANGE FROM TIME TO TIME TO MEET THE CHANGING NEEDS OF THE ORGANISATION.

PERSON SPECIFICATION

VOLUNTEER MANAGER

Section	Criteria
Education and Qualifications	<ul style="list-style-type: none"> • Good standard of education is essential • Demonstrable qualifications in the field of domestic abuse and support are desirable
Experience, Knowledge and Understanding	<ul style="list-style-type: none"> • Strong leadership and organisational skills, proven track record of volunteer co-ordinator or managerial roles • Excellent knowledge and understanding of current volunteering trends, challenges and solutions • Experience of developing and writing volunteering policy and procedure • Experience of directly managing volunteers • Experience in collecting statistics and data effectively to write reports to Senior Management Team or funders • Significant professional experience of domestic abuse, managing risk and promoting recovery

	<ul style="list-style-type: none"> • An excellent working knowledge of the challenges faced by women and children who have experienced domestic abuse • A sound working knowledge of the practical, emotional, social and economic issues facing women and girls affected by domestic, sexual and intimate relationship abuse • Experience of supporting colleagues working with people who have experienced trauma • An understanding of the voluntary sector • Experience of, and a passion for, working in a small organisation • Knowledge of relevant legislation relating to Domestic Abuse • Ability to facilitate group sessions encouraging group tasks and activities • Experience of supporting trainees and volunteers through training and skills development • Excellent and up to date knowledge of GDPR and data protection • Able to communicate BCWA's values and standards to supporters and stakeholders
<p>Technical and Professional Skills</p>	<ul style="list-style-type: none"> • Excellent communication skills in written and spoken English, and the ability to adapt this to suit a wide range of audiences ranging from survivors of domestic abuse to public presentations • Experience using a database to record client's progress • Excellent IT skills including Windows, MS Office and the use of database systems <p style="text-align: right;">Continued...</p>

<ul style="list-style-type: none"> • Personal Attributes 	<ul style="list-style-type: none"> • Understanding of and commitment to Equal Opportunities • Commitment to social justice and the empowerment of women who have experienced domestic violence • Able to work effectively under own initiative and meet deadlines as well as working co-operatively as part of a team • Ability to accurately record and manage data and report on outcomes to deadlines • Good attendance record and ability to cope with pressure • Adapt/react to changing situations positively • Switch between different responsibilities and manage priorities effectively • Suggest ideas for new ways of working, takes initiative • Self-motivated, proactive • Meet deadlines without needing to be chased/monitored • Deal effectively with internal and external contacts • Resolve conflict effectively • Maintain an even keel with contacts even when under pressure • Able to provide clear and concise written and oral advice on complex and sensitive issues • A flexible approach to work and willing to work [and attend events] outside normal working hours
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Female applicants only. In light of the nature of work, the candidate's gender is considered to be an occupational requirement in accordance with Schedule 9 (part 1) of the Equality Act 2010.

DBS check: an Enhanced Disclosure will be sought in the event of a successful application for this post and therefore you will be required to give details of spent and unspent convictions. This post is subject to rehabilitation of Offenders Act 1974. A criminal record will not necessarily exclude you from this post but under the Act, we must have details. BCWA operates under the Criminal Records Bureau Code of Conduct.