

**WOMANKIND, BRISTOL WOMEN’S THERAPY CENTRE**

**Volunteer Service Coordinator (Helpline & Webchat Service)**

**Job Summary**

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| Job title | Volunteer Service Coordinator  |
| Responsible to | CEO & Senior Volunteer Service Coordinator |
| Salary | NJC scale 18 to 20: £29,269 to £30,296 pro rata (depending on experience) plus pension |
| Hours of work | 24.5 hours per week. Indicative days/times (includes 30 minutes unpaid lunch break):* Mondays (2.30pm – 10.30pm)
* Wednesdays (9.00pm - 4.00pm)
* Thursdays (9.00pm - 4.00pm)
* Fridays (9.00pm - 1.00pm)
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| Central Bristol Location | Womankind, 3rd Floor Brunswick Court, Brunswick Square, Bristol, BS2 8PE |

**Main purpose of the post**

The Volunteer Service Coordinator will be part of Womankind’s staff team. She will be highly organised, and her key responsibility will be for the coordination, delivery and development of Womankind’s Helpline, webchat and email service for women experiencing emotional distress. The helpline will be co-delivered/coordinated with an existing part-time Volunteer Service Coordinator. There are two part-time coordinators who will be jointly responsible for overseeing the helpline. The helpline is open at the following times:



The post holder will have responsibility for supervising helpline volunteers (remote and office based), some administration volunteers and trainees on placement within the organisation.

The post-holder will ensure that all activity reflects and promotes the values and aims of Womankind, working collaboratively with colleagues and volunteers to promote Womankind’s valuable work.

**Key Tasks and Responsibilities**

**Volunteer Service Coordination (in conjunction with the existing Volunteer Service Coordinator)**

* Always uphold the values and good name of Womankind and represent the organisation in a way that is consistent with its philosophy and ethos.
* To be responsible for the smooth running of day-to-day operations for Womankind’s helpline/webchat/email service for women in distress.
* To recruit a diverse range of volunteers from different backgrounds, ages and cultures who are representative of the local community.
* To oversee the helpline training and co-deliver comprehensive in-house, trauma informed training and an induction programme for helpline volunteers.
* To manage and provide regular supervision, support and appraisals for helpline and administration volunteers and trainees. This includes identifying training need and devising strategies to meet those needs.
* To provide debriefing for volunteers after calls and facilitate helpline volunteer group supervision on a monthly basis.
* To keep volunteers updated with information regarding Womankind’s services and other relevant services.
* To ensure that all volunteers are familiar with, follow and understand Womankind’s guidelines, policies and procedures.
* To oversee the on-going publicity of the service to potential users, including under-served groups of women.
* To publicise the helpline service to a diverse range of organisations including Health and Social Care professionals from statutory/voluntary sectors and community groups specifically in more disadvantaged areas of Bristol and the surrounding area.
* To liaise with the Marketing and Communications Coordinator for advertising the helpline and volunteering opportunities on the website and various social media platforms.
* To update and order publicity materials and information about the Helpline and Womankind services.
* To undertake all administration pertaining to the helpline service, and keeping clear, accessible up-to-date helpline records and statistics.
* To monitor the helpline rotas to ensure that the helpline is always staffed and to organise the workload of volunteers.
* To provide helpline cover where necessary. This will include taking helpline calls when volunteers are absent and covering the work of the other Volunteer Service Co-ordinator during holiday/sickness periods. (Training provided where necessary).
* To oversee the maintenance of helpline equipment, including ordering new equipment.

**General**

* To maintain a strong knowledge and awareness of developments and trends in issues relating to the sector and women’s mental health needs including trauma and abuse.
* To be responsible for maintaining the helpline service quality standard.
* To review and update Womankind’s volunteer guidelines, policies and procedures and to ensure that all volunteers are familiar with, follow and understand these.
* To carry out helpline risk assessments/health and safety checks for the helpline service.
* To oversee and undertake the monitoring and evaluation of the service and to attend relevant monitoring meetings with funders as agreed.
* To assist the CEO, Business Manager and Fundraiser with providing information for fundraising for the development of the helpline service.

**Meetings/other**

* To attend bi-weekly staff meetings (monthly for part-time staff), monthly ED&I sub-group meetings and other in-house meetings as required, including the Annual General Meeting, Staff Away Days and organisational trainings.
* To liaise with other staff to ensure an integrated service.
* To provide and develop training programmes, presentations, interviews and talks outside Womankind when required.
* To attend and represent Womankind at meetings, including various mental health, health & social care networks, Helpline’s Partnership and the Volunteer Organiser’s Forum.
* To attend and participate in regular line management and reflective practice/peer support meetings.
* To attend training programmes relevant to the post.
* At all times adhere to relevant legislation, good practice, policies and procedures, including Health and Safety, Confidentiality and information sharing, Safeguarding and Equalities and Diversity.
* To provide the Board of Trustees with a worker’s report and to attend trustee meetings on a rotational basis with other staff.
* Undertake other duties and responsibilities in keeping with the nature of this post as may be required from time to time.

**This job description is for guidance only and outlines the general ways in which it is expected you will meet the overall requirements of this post. The list of tasks is not exhaustive, and duties may be varied from time to time, with the job description being subject to review and periodic amendments.**

**Updated April 2024**

**Person Specification**

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| **Category** | **Requirements** | **Essential/****Desirable** | **Method of assessment** |
| Education/ training/ | Relevant training/qualification for example in mental health and/or social care, counselling, sexual and domestic abuse | E | Application |
| Safeguarding, Equality Diversity and Inclusion, Health & Safety training | D | Application |
| Knowledge and experience | A minimum of two years' experience in a relevant paid or voluntary position | E | Application & interview |
| A knowledge and understanding of women’s mental health issues including issues relating to trauma and abuse and its impact on women | E | Application & interview |
| Group work experience  | E | Application & Interview |
| Experience of delivering training  | D | Application & interview |
| Experience of safeguarding | D | Application & interview |
| Experience of managing others or coordinating/working alongside volunteers | D | Application & interview |
| Understanding of the charitable and/or mental health/sexual violence and abuse sector and the value of volunteering | E | Application & interview |
| Skills/abilities | Good interpersonal skills and ability to work collaboratively | E | Application & interview |
| Excellent communication skills (written and oral) and an ability to engage and support others | E | Application & interview |
| Ability to effectively coordinate volunteers including recruitment, retention, support, supervision, training and development of volunteers | E | Application & interview |
| Ability to work on own initiative without day-to-day supervision and to have excellent organisational, administration and time management skills | E | Application & interview |
| Good IT skills (Emails, Microsoft Teams, excel) | E | Application & interview |
| Personal attributes | A caring and non judgemental attitude and commitment to the values of Womankind  | E | Interview |
| A flexible approach to working hours and a willingness to work evenings and some weekends when required (for volunteer supervision and training). | E | Interview |
| Ability to use initiative  | E | Interview |
| Good self-motivation | E | Interview |