



**South Wales Victim Focus**  
Ffocws Dioddefwyr De Cymru



De Cymru  
Comisiynydd yr Heddlu a Throseddu  
Police and Crime Commissioner  
South Wales

## Job Description

### Section 1 - Job Details

<b>Job title</b>	Volunteer Manager
<b>Business area (Region or Business Support)</b>	South Wales
<b>Department/Team (if applicable)</b>	South Wales Victim Focus
<b>Reports to</b>	Operations Manager
<b>Direct reports</b>	Volunteers
<b>Job Location</b>	Cardiff - SOUTH WALES
<b>Contracted or volunteering hours are agreed locally with line managers</b>	

### Section 2 - Job Purpose

The purpose of this role is to ensure the delivery of excellent services to victims of crime through the recruitment, development and support of a cohort of volunteers, ensuring that the overall aim of helping people cope and recover from the effects of crime is achieved.

The role will work collaboratively with the Operations Manager, Victim Focus Managers and the wider Victim Focus team, in order to achieve the implementation of the business plan and the development of the service to maximise positive outcomes for those that access the service.

### Section 3 - Main Responsibilities/activities

	Responsibility/ activity
1	To undertake periodic recruitment activities in order to attract potential volunteers to the service. To ensure a diverse range of volunteer recruitment and identify gaps within the current volunteering model
2	To develop and manage a cohort of service delivery volunteers who will provide practical and emotional help to victims of antisocial behaviour and crime, in order to support the casework of the service delivery team including allocation of work and cases; to include administrative tasks of adding case updates to our CMS and carrying out actions and case update requests
3	To develop and manage a cohort of volunteers to provide office based, community engagement and fundraising support to the wider VS team. To link in with the fundraising champion within South Wales and national team for a coordinated approach
4	Work alongside the VFMs and VFOs to oversee effective volunteer accreditation, regular supervisions and annual reviews in line with VS policies
5	To improve retention of volunteers within the service using effective engagement and support, via clear volunteer communication e.g. volunteer meetings, newsletters to ensure good working relationships across the volunteer cohorts.
6	Ensure volunteers work within existing safeguarding policies and procedures, data protection and information security, confidentiality policies, lone worker policies and other relevant policies. With regular review of practices to ensure compliance and understanding
7	Develop and maintain effective working relationships and promote effective communication and collaborative working internally and externally with local partnerships, other agencies and stakeholders that are key to volunteer development
8	Promote effective communication channels for service improvement and innovation including participation in regular team meetings, sharing local issues, feedback and learning with other colleagues

### Section 4 - Dimension of the role

Resources	Responsible for the proper use and safekeeping of VS assets within scope of role
Staff/Volunteers	Responsible for providing information, advice, guidance, casework and case management support to a cohort of specialist trained volunteers
Budget	N/A

### Section 5 - Key deliverables

	Measures of success
1	Successful recruitment and retention of a cohort of volunteers to support the local service requirements
2	Successful service delivery through effective management of volunteers casework, supervision and development
3	Good working relationships with Vs colleagues and external partnership organisations

## Section 5 - Competencies

Competency	Level required (see below)
Builds customer value	2
Drives performance	2
Communicates effectively	2
Embraces and drives change	1
Grows diverse, high performing teams	2

- Level 1: Roles which make an individual contribution to the business, without line management or process responsibility e.g. frontline
- Level 2: Roles with/without line management responsibility but are responsible for a process and/or people (including volunteers) e.g. IVA/SDM/ SSDM
- Level 3: Roles with line management responsibility for people, normally front line/operational employees e.g. Ops Manager/Contract Manager
- Level 4: Roles which deliver a strategy; lead people and / or own a process directly influence senior leaders e.g. Assistant Directors/Heads of Department.
- Level 5: Roles in this area create strategy for the business e.g. CEO/SMT

## Section 5 - Learning & Development requirements

(List L&D requirements for role)

<b>Foundation (mandatory)</b>	Required to complete all mandatory foundation learning as per organisational policy
<b>Multi-crime/Core (mandatory for operational roles)</b>	Required to complete full Multi-Crime training modules
<b>Additional internal learning/ courses</b>	<b>DSO Safeguarding Managing volunteers/ Coaching skills for line managers Social media</b>
<b>Other professional training (details of training or qualification should be added. It should be noted that such requirements are subject to funding availability so consideration must be given to necessity to undertake the role)</b>	

**Section 6 - Person specification (qualifications, knowledge, experience, skills and attributes needed for the Job)** *Those that are marked as essential and will be tested at application stage (A) will be used as shortlisting criteria for determining who will be invited to interview. There should be no more than 7 shortlisting criteria.*

Requirement	Essential	Desirable	Tested*
<b>Experience</b>			
Experience of recruiting, training and developing people	X		A
Experience of voluntary and statutory agencies including relevant professional roles, particularly in the criminal justice, health and social care sectors		X	

<b>Knowledge</b>			
Understanding and knowledge of the requirement for confidentiality and safe working practice and maintenance of files in accordance with the Data Protection Act and other legal requirements		X	
Understanding and knowledge of an active commitment to promoting equal opportunities, inclusion and diversity	X		A
Knowledge of the criminal justice system and understanding of the impact of crime, including witnesses giving evidence		X	
<b>Skills</b>			
Ability to communicate sensitively and effectively both verbally and in writing with a wide range of people	X		
Ability to work without direct supervision, prioritise work and deal with competing or conflicting demands/ needs and interests in an organised and methodical manner	X		A
Ability to build and sustain relationships	X		
Ability to manage conflicting volunteer and staff opinions and organisational demands	X		A
Ability to represent the organisation in a variety of settings in a confident and professional manner.		X	

\*Tested - A (application), I (interview), T (test or Assessment), P (through performance reviews including probation, 1:1's and PDR)

## Section 7 - Additional Information and Requirements

- **Key Contacts/Relationships**  
This role will require close external networking, partnerships and multi-agency working to meet the service and client's needs.
- **Physical or mental demands**  
Due to the nature of this role the post holder is likely to experience exposure to highly emotional or sensitive demands on a daily basis
- **Travel**  
There will be frequent travel within the South Wales Police Force area as part of this role.
- **Unsocial hours**  
There may be some requirement to work unsocial hours
- **Confidentiality**  
Ensure that essential information of a sensitive and/or personal nature is not disclosed to, or discussed with, inappropriate persons and that all information is maintained in accordance with the GDPR and other related legislation/requirements.
- **Equality, diversity and inclusion**  
Ensure all duties are carried out in a manner which promotes Victim Support's equality, diversity and inclusion policies.
- **Health & safety**  
Promote a health and safety culture, observe all health and safety rules and procedures and complete training courses, as required.

- **Safeguarding**  
VS are committed to recruiting with care and to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Background checks and Disclosed Barring Service checks may/will be (delete depending on the role) required'
- **Digital skills**  
Competently utilise technology to perform the role including internet-based voice and video calls, Microsoft Office applications, the Victim Support intranet, human resource and finance systems, case management system software and other bespoke VS software and applications.

***This job description serves to illustrate the type and scope of the duties currently required for the above post and to provide an indication of the required level of responsibility. It is not a comprehensive or exclusive list and duties may be varied from time to time, they will not however change the general character of the job or the level of responsibility entailed.***