

Volunteer Coordinator

Information for Applicants



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Background Information

Victim Support has focused on addressing the harm caused to victims and witnesses of crime since 1981. On a daily basis we witness the impact of crime and the Criminal Justice System can have on an individual, their family, friends, and the local community.

Our Redress, Restore, Recover strategy for 2020-24 builds on our past successes, sets out what changes we wish to see and what we as an organisation will focus on to help achieve this.

It aims to address the recovery and wellbeing needs of victims and witnesses by addressing the harm and vulnerability caused by crime. It broadens our focus on the justice journey to include the wider recovery journey and needs of victims of crime.

Please find below the links to our Strategy on the website and on YouTube showing an animation explaining the Strategy.

**Website:** <https://www.victimsupportni.com/site/wp-content/uploads/2020/11/Strategy-document-2020-24.pdf>

**YouTube:** <https://youtu.be/pDRNwBT4hsc>



Our Vision & Values

A society that ensures tailored support and information is available for people affected by crime

The long-term vision of our organisation is of..



Our mission is to..

Reduce the harm caused by crime and advance the rights of victims and witnesses of crime in Northern Ireland

Our core values of Integrity, Respect & Compassion allow us to respond to the needs of victims and witnesses, providing tailored support, enabling them to recover and move on from the impact of crime. We will help victims to seek redress when their needs are not met. We will uphold and promote the rights of victims and witnesses, and will campaign for a cross governmental approach to address the harm and vulnerability caused by crime.

Benefits Package

**Annual leave:** 25 days per holiday year (April – March) pro rata

**Statutory days/public holidays:**  13 days pro rata

**Pension:** Contributory pension;

Minimum of 5% employee Salary Exchange contribution

6% Employer contribution

**Life Assurance Benefit:** 2 Times annual salary

**Health Cash Plan:** We currently provide cover under the Bupa level one health scheme (where applicable)

**Family Friendly Policies:** Victim Support NI provides a full range of family friendly polices including flexi-time

**Wellbeing and Support:** Our provider is Health Assured who provide a complete support network that offers expert advice and compassionate guidance 24/7

**Hybrid Working Policy:** Flexible working by enabling you to design your working week in collaboration with your manager through a blend of remote and office working. Upon successful completion of probationary period.

HOW TO APPLY

PLEASE READ THE FOLLOWING INFORMATION CAREFULLY BEFORE COMPLETING THE APPLICATION FORM

**Applications and attached sheets CV’s :**

* Applications will only be accepted on Victim Support NI application forms. Cv’s will not be considered
* It is the responsibility of all applicants to clearly demonstrate – in their application form – exactly how they meet the essential (and desirable if applicable) criteria for the post as stated. Failure to do so may result in not being short-listed.
* Attached sheets – within the word limit – will only be considered where they are continuation sheets of a section of the Application Form where insufficient room was available to include all the necessary details.
* All information provided by an applicant on an application form must be true and accurate. Any application forms containing information that is discovered to be untrue or inaccurate will not be accepted. If an appointment has already been made, it may result in disqualification from appointment or dismissal.
* Applications submitted by email will require a handwritten signature at interview.
* Applications must be received by the designated deadline (time and date). Those applications received after the designated deadline will not be accepted.
* Completed applications should be emailed to [recruitment@victimsupportni.org.uk](mailto:recruitment@victimsupportni.org.uk) OR by post to the HR Department, Victim Support, Albany House, 73-75 Great Victoria Street, Belfast, BT2 7AF.
* **Please note that it is our policy to communicate with applicants primarily by email, so we ask that you check your email account regularly to avoid missing any emails**.

**Essential and Desirable Criteria**

* Essential and Desirable criteria are a vital part of your application. Read the Job Description and Personnel Specification carefully before completing this section and base your supporting evidence on the Essential and Desirable criteria.
* It is essential that you demonstrate by providing personal and specific details – within the word limit - how you meet the essential criteria, otherwise you may not be shortlisted.
* It is not sufficient to simply state that you possess the criteria – you must fully demonstrate in your responses, by outlining your experience and qualifications.

It is recommended that you use the following model to describe experience:

**Situation:**

Describe a specific example that relates to the criteria

**Task:**

Explain the context or background to the example. Who else was involved? What were the particular circumstances etc?

**Action:**

Outline the specific actions you took to meet the challenge

**Result:**

Describe the result or outcome of your actions. Consider if, with hindsight, your actions were correct; what, if, anything would you do differently now; and what have you learnt from this experience.

For further information on the STAR method please see the link below:

[The STAR method (nationalcareers.service.gov.uk)](https://nationalcareers.service.gov.uk/careers-advice/interview-advice/the-star-method)

**Selection and Interviews**

* Where a high volume of applications is received, desirable criteria may be relied upon during shortlisting.
* The interview process may include the use of selection tests in addition to a panel interview.
* Candidates shortlisted for interview will be advised of the interview process via email.
* At interview candidates will be questioned about their experience regarding the main functions of this post.
* The interview panel will assess all candidates based on performance during selection tests and at interview.
* Should you require reasonable adjustments when attending interview, please let us know to ensure we can accommodate your needs wherever possible.

**Waiting Lists**

* A waiting list **may** be retained for a period of 12 months for future permanent and temporary vacancies for similar positions.

The Role

**JOB SPECIFICATION**

**Title: Volunteer Coordinator Full-Time**

**Responsible To: Head of Service**

**Location: 2nd Floor Albany House, 73-75 Great Victoria Street, Belfast, BT2 7AF**

**Hours of Work: 35 hours per week 09:00am to 17:00pm with a 1hour unpaid lunch break.**

**Duration: Permanent**

**Salary: £26,877.00 FTE Per annum**

**Purpose:**

The post-holder is responsible for the effective development and delivery of the Community Service for adults and children and young people, within a designated geographical area, through the management and coordination of volunteers. The post-holder will provide direct service to adults and children and young people where matters are complex and / or advocacy services are required.

**Dimensions:**

Direct Reports: Nil

Budget responsibility: Nil

Volunteering: Victim Support Northern Ireland is a volunteer delivered service. In respect of this we encourage an ethos of volunteering throughout the organisation.

**Main Responsibilities:**

* Coordinate the delivery of Service to adults and young victims to the agreed standards and in line with relevant legislation and when necessary, provide cover to ensure service delivery.
* Provide advice and assistance to other volunteer coordinators and volunteers for queries relating to young victims referred to the Community Service (i.e., resources, signposting etc)
* Recruit, induct and develop volunteers to deliver service to young victims in liaison with the Volunteer Development Officer and Learning & Development Manager
* Review and update operational policies and guidance manual for staff and volunteers for assisting young victims (including assessments, incidents and safeguarding logs, support plans, tools for sessions, boundaries and confidentiality)
* Monitor the effectiveness of the guidance manual and in conjunction with the Learning and Development Manager identify key learning and training needs for Community Service staff and volunteers
* Provide effective support and supervision to volunteers in line with Victim Support NI policies and procedures
* Identify and manage complex client needs and provide advocacy support where necessary and advise staff and volunteers when necessary providing direct support to young victims
* Engage with local communities and external stakeholders to promote and raise awareness of Victim Support NI
* Develop and maintain effective working partnerships and contacts within criminal justice statutory organisations and relevant voluntary sector organisations
* Meet individual and team performance targets identified through the Conditions of Grant and Corporate Scorecard
* Contribute to the ongoing development of the service in line with the needs of people affected by crime, through the gathering, collating and analysis of activity, information and data
* Ensure processes for gathering feedback on the service provided to young victims are in place and being used by staff and volunteers
* Contribute to the evaluation and report to funders of the service to young victims
* Ensure the efficient operation of the Hub Office and outreach centres, where appropriate
* Comply with all administrative, financial, HR and other corporate responsibilities as appropriate to the post
* Ensure that all Victim Support policies, particularly those relating to Health & Safety and Equal Opportunities are applied.

*The above detail of key accountabilities is not intended to be an exhaustive listing and the post-holder may be expected to accept additional / amended responsibilities in line with the organisation’s needs. Such additions / amendments will be in line with the capabilities of the post-holder.*

**Qualifications/Experience**:

• Achieved “A” level standard or above with a minimum 2 years’ experience of providing support to vulnerable service users including children and young people

OR

• A Minimum of 5 years’ experience of providing support to vulnerable service users including children and young people

**Skills and Experience:**

**Essential Criteria:**

* Experience of dealing with challenging behaviours, complex situations and the ability to handle complaints including identifying needs and risks to children and young people
* Demonstrable experience of providing appropriate intervention and support to children and young people who have experienced distress
* Demonstrable experience of advocating on behalf of vulnerable service users to third party organisations including the understanding of children’s rights, safeguarding issues, legislation and best practice
* Demonstrable experience of effective engagement, communication and support of children and young people
* At least two years’ experience of coordinating, managing & supervising staff or volunteers assertively to ensure effective team working
* Experience of working with organisational information systems and applications
* Experience of collating, analysing and interpreting data relating to service delivery & outcomes
* Excellent organisational skills and the ability to prioritise & manage a busy workload (which will include direct support, supervision & management of volunteers and joint work with agencies)
* Demonstrable experience to effectively manage a caseload and to carry out the co-ordination role
* The post holder must be proficient in the use of Microsoft Office packages

**Desirable Criteria**:

* Experience of working in the Northern Ireland Criminal Justice sector would be advantageous
* A relevant youth worker qualification or equivalent
* Experience of operation in a Volunteering organisation would be advantageous
* Previous experience as a Volunteer would be advantageous

**Additional requirements**:

• The post holder will be required to demonstrate the ability to meet the mobility requirements of the post. Victim Support NI is aware that some persons with disabilities may not be able to hold a driving license. If this is the case, please demonstrate how you can fulfil the mobility requirements for the post for which you are applying.

We reserve the right to enhance the criteria as deemed appropriate in the event of a large volume of applications.