



# Volunteer Coordinator

Job Description

September 2021

SATEDA Ltd

Charity no. 1155163

Thank you so much for your interest in SATEDA. Established in 2009, we represent, campaign for, and support the delivery of specialist domestic abuse and violence against women and girls (VAWG) prevention services in Kent, as part of a UK network of provision.

We provide specialist communities-based support for women who are victims and survivors, as well as their children. We also run educational initiatives, raising awareness and sharing knowledge of domestic abuse, both with the general public and with partner agencies.

We are SafeLives Leading Lights accredited and members of Women's Aid National Federation; and our support provision, campaigning, training and advocacy are all grounded in delivering local specialist services. **Our success is founded on making sure the experiences and needs of victims and survivors are central to all we do.**

**Vision:** *To end domestic abuse*

**Mission:** *Enabling women to end the cycle of domestic abuse and rebuild their lives, through education, support and advocacy.*

**Values:** The values and principles that inform our work are founded in gender equality, human rights and non-discrimination.

- »» *Collaboration:* Partnership working and team work
- »» *Inclusivity:* A non-judgemental environment, which encourages diversity and enables growth of all team member
- »» *Integrity:* A charity operating with transparency, honesty and with solid principles
- »» *Respect:* Empathy for clients, understanding amongst team members and consideration for stakeholder needs
- »» *Focused:* Working solely to fulfil our mission

SATEDA provides a full journey of support for women and children affected by domestic abuse, from the point of crisis, through to recovery and on to independent lives. Our key principle is to provide a tailored service to each woman and child, never prescribing the length of time or nature of support they will require to recover from the trauma they have experienced. This includes a variety of access points into our service, a flexible suite of individual and group provision to suit women and children with different needs, and a pioneering volunteering programme for survivors.

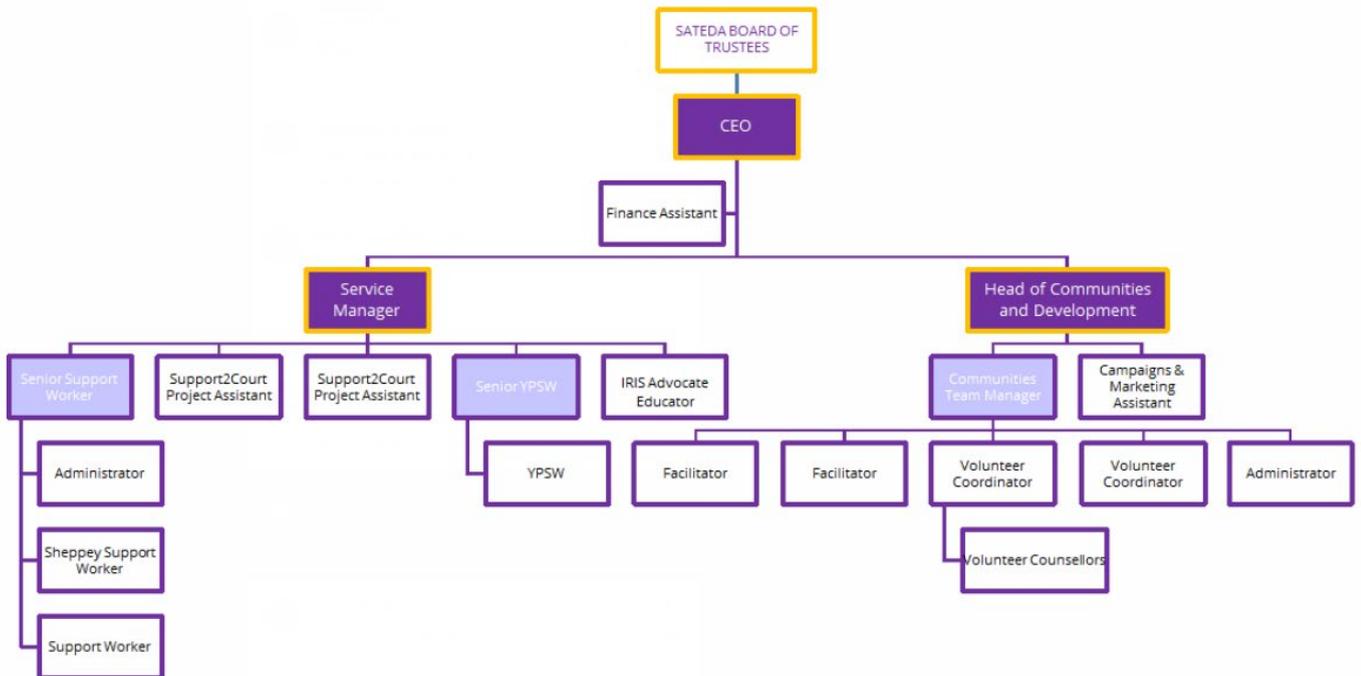


# Team and Governance

SATEDA employs a highly skilled, committed and passionate team to deliver services, many of whom are experts on domestic abuse through experience, led by the CEO, who is supported by a strong senior management team. Each team is led by a project lead. Please see our organisation chart below.

A supportive Board of Trustees with a wide range of skills including marketing, management, social care, HR, tech, finance and the criminal justice system work closely with the CEO and meet bi-monthly.

To apply for the post of Volunteer Coordinator please see the attached role description and person specification, and then please complete the following application form and return it to [admin@sateda.org](mailto:admin@sateda.org) by Monday 18<sup>th</sup> October 2021.



<b>Job Title:</b>	Volunteer Coordinator
<b>Employer:</b>	SATEDA
<b>Reports to:</b>	Communities Manager
<b>Location:</b>	Medway – with regular travel across Swale and Medway
<b>Salary:</b>	£19,698 per annum
<b>Hours:</b>	37 hours per week
<b>Other info:</b>	This post is restricted to women under schedule 9, Part 1, Equalities Act 2010.

SATEDA strives to be equitable, accessible, diverse and inclusive – a place where we ALL feel valued and are ALL treated with dignity and respect, regardless of our differences – we which is why we're keen to welcome a new team member who will best represent the diverse communities we work with and for. We're particularly keen to receive Expression of Interests from individuals of South Asian heritage, African and Caribbean heritage, Central or Eastern European heritage, as well as from under-represented groups such as LGBTQ+ and people with disabilities, who are currently underrepresented at SATEDA. Most importantly, whatever your age or background, we would like to hear from individuals who will be passionate about SATEDA's work and mission, and strengthen the organisation with their skills and expertise.

## Role Purpose

The Volunteer Coordinator forms part of SATEDA's Communities Team. The role is key to enabling women to complete their Journey of Support by developing skills, confidence and experience via volunteering.

## Job Description

- »» Recruit, manage and assist in the professional and personal development of SATEDA's volunteers
- »» Oversee the coordination of our counselling project alongside SATEDA's clinical lead.
- »» Deliver and develop training and learning opportunities
- »» Effective interviewing of potential volunteers
- »» Effective communication with project leads to ensure sufficient staffing of projects
- »» Develop and maintain links with local partners businesses and other organisations in order to recruit and place volunteers
- »» Develop and maintain links with external training providers for the progression of volunteers
- »» Monitor and review volunteer placements to ensure volunteers receive sufficient support and achieve their goals
- »» Maintain records and personal files



- »» Effective monitoring of programmes outcomes to meet funding requirements
- »» Participation in fundraising activities and the generation of income

## Person Specification

### Essential

- »» Experience of working in volunteering services
- »» Knowledge of domestic abuse
- »» Ability to adapt to a variety of needs
- »» Experience of line management
- »» Ability to use initiative
- »» Knowledge of employability process or willingness to train in this area

### Desirable

- »» Understanding of Women's Aid and SafeLives good practice
- »» Experience of project work and monitoring outcomes
- »» Understanding of the relationship between gender and violence
- »» Experience of fundraising
- »» Understanding of counselling programmes

## Skills Required

- »» Excellent communication skills: listening, written and verbal and effective negotiation skills
- »» Ability to maintain professional boundaries
- »» Competency in Office 365 applications
- »» Ability to work to tight deadlines and in a busy environment
- »» Ability to work reactively to the needs of the project
- »» Ability and willingness to work in partnership with statutory and voluntary partners

## Personal Qualities

- »» Pro-active, can do, will do approach
- »» Flexibility to meet the needs of the service
- »» Compassionate
- »» Resilient
- »» Commitment to undertake regular training
- »» Ability to work as part of a team

### Footnotes

The post holder may be required to undertake any other duties that fall within the nature of the role and responsibilities of the post as detailed above. This may include occasional working at evening and weekends. The post holder will need to undertake an enhanced DBS check.

