

## ROLE DESCRIPTION

### Background to Safe Families

Safe Families is a Christian, community based charity that seeks to empower local volunteers, predominately from the church, to engage with those most at need. We exist to create relationship and connection, offering support, hope and belonging to improve the lives of those in our communities, because everyone deserves to belong. Working hand-in-hand with Children's Services and local authorities, we link children, young people and families with local volunteers who can offer help and support. Working with a large volunteer base Safe Families assists families in crisis by offering remote support, respite care to children and befriending to isolated parents and carers.

### Employment details

<b>Title:</b>	<b>Community Volunteer Manager (CVM)</b>		
<b>Location:</b>	Wiltshire (initially focusing on Trowbridge and Amesbury)	<b>Hours:</b>	20 hours per week (0.5 FTE)
<b>Job Type</b>	Permanent	<b>Start Date:</b>	October 2021
<b>Reports to:</b>	Senior Community Volunteer Manager	<b>Pay:</b>	£22-25k (Pro rat'd to 0.5FTE= £11-£12.5k) <i>(dependent on qualifications and experience)</i>

### Role summary:

The Community Volunteer Manager (CVM) is a key staff role with responsibility for building strong relationships with local churches and community groups to help establish Safe Families as a way of transforming and serving their communities. Safe Families volunteers connect with and support vulnerable families and individuals, giving them hope and enabling them to thrive and develop supportive networks.

This post will be particularly focussed on widening and deepening our relationships with faith leaders in Wiltshire, with an initial focus on the towns of Trowbridge and Amesbury. You will build trusting partnerships which empower, equip and encourage church leaders to further engage with vulnerable children and families in the city.

You would be part of the Swindon and Wiltshire team which is part of the Safe Families South region which includes Southampton, Somerset, Dorset and East Sussex. You will be part of a thriving, innovative team, dedicated to empowering volunteers to make a real difference.

## **Role responsibilities:**

### **Church connection and community relationship building**

1. Building relationships with church and community leaders to introduce them to the work of Safe Families and establishing with them how a partnership may fit within their vision and mission to serve the local community.
2. Praying for and supporting church leaders and leadership teams. Establishing long term connections and clear lines of communication.
3. Networking within the community, building relationships with people from both faith and non-faith contexts who may be interested in becoming volunteers.
4. Regularly delivering compelling presentations to audiences of various shapes and sizes about the work of Safe Families. This will include preparing and delivering presentations, interviews or talks which are accessible to a range of different church backgrounds on a Sunday.
5. Developing strategic partnerships with other charities and organisations across Wiltshire
6. Identifying new and innovative areas of support which will enhance the impact of Safe Families across the region.

### **Volunteer recruitment and training**

1. Working with churches to recruit, train and support their volunteers, taking them through the Safe Families “Safer Recruitment Process”.
2. Ensuring that all volunteer information is accurately entered onto the Safe Families database and that key information is kept up to date.
3. Undertaking one to one suitability assessments for prospective volunteers.
4. Bringing all volunteers to the Approval Panel, assisting the decision-making regarding whether volunteer applicants are given clearance to begin working with children and families.
5. Leading on the training of all volunteers; primarily this is through a monthly Saturday training day but will also include establishing ongoing training needs and delivering an ongoing training programme which includes evening working. Virtual training is also now being regularly delivered so a basic competence in IT skills is also necessary, e.g. using zoom competently.
6. Assisting potential volunteers through the DBS process, including accurately checking ID.
7. A good knowledge of Safeguarding and the ability to support volunteers if they have to forward concerns or deal with disclosures.

### **Volunteer management**

1. Giving appropriate pastoral support to volunteers so that they feel confident and comfortable. This will be both face to face and remotely as appropriate.
2. Assessing the ongoing needs of volunteers and working with the Family Support Team to ensure that they feel encouraged, equipped, and empowered to support families or individuals as appropriate.
3. Assisting the Family Support Team in communicating requests for support to the volunteer base, seeking to find appropriate volunteers to match the support required.

### **Carrying team culture**

1. Being a champion for the values and ethos of the charity, which is rooted in the historic Christian tradition of showing kindness and hospitality to those in need.
2. Participation in the local and wider Safe Families team networks, sharing good practice and supporting other colleagues. This will include some travelling to other areas of the UK to meet with colleagues.
3. Taking an active role in fundraising for the work of Safe Families. This includes, but is not exclusive to, engaging in finding monthly Financial Supporters, participating in sponsored events and helping Safe Families connect with local businesses.
4. In line with team culture, supporting colleagues by completing additional or crossover tasks within your skill set agreed in discussion with your line manager.

## **Person specification:**

### **Required values and characteristics:**

- Love for the poor and marginalised.
- Passion for the vision of Safe Families and the role of the Church in this.
- Teachability and humility.
- A confident and engaging public speaker.
- Emotionally intelligent, honest, supportive, approachable, and encouraging.
- Courageous and up for a challenge.

### **Required skills and abilities:**

- Ability to present Safe Families clearly and to facilitate the understanding of Safe Families by other agencies.
- Ability to work independently, display initiative and bring creative solutions to challenging situations.
- Ability to coach/mentor others from a place of Christian maturity.
- Ability to produce excellent written communication and to utilise social media effectively.
- Ability to be reflective of own practice in order to ensure high quality of service and safety for children and their families
- Ability to work to targets and deadlines with a strong work ethic.
- Competent at managing a range of administrative tasks surrounding the volunteer training process and keeping the internal database updated. Basic proficiency in using IT software, e.g. Outlook for managing calendar appointments. Knowledge of using a CRM database.
- Ability to drive across the region with access to own vehicle.
- Flexibility in being able to work some evenings and weekends.

### **Required experience:**

- Experience in networking and relationship building with senior church and community leaders.
- Experience of volunteer management and project planning methods.
- Experience of exercising good judgement in terms of sensing both character and skill in others.
- Experience of operating within a small but increasing team, able to juggle multiple demands, helping others as needed.

### **Desirable extras:**

- Experience of direct work with children and families.
- Personal experience of community-based volunteering.
- Established leadership role within a church or community organisation on a voluntary basis or employed.

**Further notes:**

**Safeguarding:**

Completion of the recruitment process would involve the candidate being screened through an Enhanced DBS check.

**Occupational Requirement (OR):**

This post has been identified as having an OR to be filled by a Christian under the provisions of the Employment Equality (Religion and Belief) Regulations 2003 Section 7.2.

All candidates must evidence they support the vision and values of the organisation.

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Safe Families actively encourages applications from Black, Asian and minority ethnic background candidates.

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