

## ROLE DESCRIPTION

*Safe Families for Children (Safe Families) is a Christian charity with the stated aim of reducing the number of children entering the care system. Working with a large volunteer base Safe Families assists families in crisis by offering respite care to children and befriending to struggling parents and carers.*

<b>Title:</b>	<b>Community Volunteer Administrator</b>	
<b>Location:</b>	Safe Families Office at St Matthews Church, St Helens	<b>Hours:</b> 24 hours per week with opportunity for flexible working.
<b>Reports to:</b>	Senior Community Volunteer Manager	<b>Pay:</b> £16k – £18k pro-rata ( <i>depending on qualifications and experience</i> )

### Role summary:

The Community Volunteer Administrator is a key staff role with responsibility for ensuring that Safe Families's work within a given region is resourced with a growing base of well-trained and well-supported volunteers. The focus of the role is administrative; ensuring swift movement of potential volunteers through the Safe Families 'Safer Recruitment' process, supporting the team to engage church leaders, coordinating the Safe Families monthly training and additional office administration to support the Community Volunteer Managers as required.

### Responsibilities:

1. Secure the interest of new volunteer applicants according to agreed targets, assisting them through the Safe Families 'Safer Recruitment' process.
2. Be proactive in enabling prospective volunteers through all stages of the recruitment process against target timescales. This includes, depending upon experience; booking volunteer suitability assessments; DBS process, accurately checking ID; obtaining and validating references; and Approval Panel, assisting the decision-making regarding volunteer applicants and appropriateness for clearance to begin working with children and families.
3. Manage all aspects of the organization of regular, high-quality training and events to volunteers.
4. Maintain accurate and secure records for Safe Families volunteers.
5. Assist in communicating requests for support to the volunteer base, seeking to find appropriate volunteers to match with families in need.
6. Manage volunteer engagement, addressing any concerns/conflicts effectively.
7. Be a champion for the compassionate ethos of the charity, which is rooted in the historic Christian tradition of showing kindness and hospitality to those in need.
8. Ensure all office administrative duties are completed effectively, including document preparation, organising and maintaining a smooth functioning filing system and preparing and posting all office mail. Scanning and uploading volunteer documents, consent and information forms. Preparation of volunteer approval packs and information packs for staff visits to families.

9. Participate in the wider team life of Safe Families, which may include out of hours events such as volunteer evenings, Saturday training and church and community events.

**Required qualifications, knowledge, skills and experience:**

-  Confident and efficient administrator
-  Good IT literacy
-  Able to produce excellent written communications.
-  Excellent interpersonal skills and emotional intelligence.
-  Operate within a small staff team and be a team player.
-  Ability to prioritise and manage own workload with excellent organisation skills.
-  Happy working to targets and deadlines, often involving working evenings and weekends.
-  Able to drive with own transport.

**Desirable knowledge and skills:**

-  Experience of working with volunteers.
-  Working knowledge of safeguarding principles.
-  Personal experience of community-based volunteering.
-  Able to work on your own and display initiative and creative solutions to challenging situations.

**Further notes:**

**Safeguarding:**

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

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

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