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| **Post:** | **Volunteer Support Officer (Peer Support)** |
| **Location:** | Hybrid (a mixture of homeworking and minimum of 40% in the office in Leeds) |
| **Contract:** | 30 -34.5 (hours per week) *this post will require some evening and weekend work for which time of in lieu is given* *The contract is initially 12-month fixed term with the possibility of extension*  |
| **Reports to:** | Team Leader- Groups and Services  |
| **Direct Reports:** | Volunteers |
| **Band:** | B  |
| **Last Reviewed:** | February 2025  |

**Purpose of Role:**

At Epilepsy Action, we’re passionate about creating a world without limits for people affected by epilepsy. Every role in our team plays a vital part in making that vision a reality.

In this role, you’ll support our Talk and Support Groups and Befriending services, which provide essential peer support to people living with epilepsy. Our Talk and Support Groups bring people together to share experiences, while our Befriending Service offers one-on-one connections through regular chats. We’re also excited to be launching a new network of independent groups to expand our reach even further.

The postholder will be responsible for supporting and supervising a team of remote volunteers, making sure they feel connected, well-trained, and have access to our volunteer portal (Assemble). You’ll also handle referrals, guiding service users to the right support and facilitating groups and ensuring service users have a positive experience. Meeting service targets and maintaining high-quality support will be key to success in this role.

**Accountabilities:**

The key accountabilities of the post holder will be ensuring:

* Volunteers are highly engaged, motivated, and supported to deliver quality services
* Service users have a positive experience and report positive outcomes from accessing services
* Independent groups are kept engaged as part of our community and grassroots listening

**Responsibilities:**

**Strategy and organisational development**

* Inputs to the development of team/department plans and takes on a role in the delivery of the services operational plans.
* Committed to ensuring people who work with us or use our services have a positive experience and receive quality services and information.
* Positively and proactively engages with organisational changes.

**Service Delivery**

* Support volunteers to facilitate services on a remote basis using telephone and online channels.
* Supporting the delivery of:
	+ Virtual groups, supporting and coaching volunteers and facilitating sessions as required
	+ F2F and independent groups responding to enquiries and providing support as required
	+ Befriending service conducting triage calls, matching volunteers to service users, and providing support as required to service users
* Support the delivery of person-centred services empowering service users to make choices and take appropriate action when facing difficulties and signposting to other services and resources.
* Being aware of and raising any safeguarding concerns that arise
* Collection and processing of relevant data on organisational systems for reporting purposes and assisting in the production of reports to measure progress against targets, KPI’s and impact
* Contributing to the development and implementation of operational systems
* Take an active role in marketing and promoting the organisation’s services

**People and Resources**

* Support and supervise volunteers based in different locations across the UK virtually at a level appropriate to their role
	+ Assist with the recruitment, onboarding and induction of volunteers
	+ Provide day to day support, supervision and annual reviews for volunteers
	+ Provision of coaching and mentoring to volunteers, including giving feedback, addressing issues, setting objectives and identifying training needs.
	+ Support volunteers with any safeguarding concerns in line with organisational policies and procedure.
	+ Deliver training to volunteers in collaboration with other colleagues, ensuring volunteers have the knowledge and skills necessary to fulfil their role.
* Support the organisations volunteer strategy, ensuring volunteers have a good volunteering experience
* Ensure required volunteer data is collected in line with organisational and funding requirements using agreed internal systems

**Governance and Risk**

* Ensure that service user and volunteer feedback procedures, including complaints procedures, are dealt with in accordance with organisation policies.
* Completes all aspects of the role in line with relevant policies, procedures and legislation including GDPR and Safeguarding.
* Ensure volunteering processes are carried out in line with relevant legislation and best practice.
* Ensure that any data and personal information is gathered and stored in line with GDPR and other relevant legislation.

**Stakeholder Relationships**

* Responsible for working with internal and external stakeholder and managing some key stakeholder relationships

**Key Relationships**

* Internal colleagues and volunteers
* Independent groups

**Other**

* Expected to have or gain an in-depth understanding of epilepsy.
* Expected to have or gain an good understanding of safeguarding.
* Completing any other duties relevant and appropriate to the role
* Maintain own professional networks and promote Epilepsy Action on a local and national level.

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| **Person Specification:** |
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| **z** |  | **Essential** |  | **Desirable** |
| **EXPERIENCE, KNOWLEDGE & QUALIFICATIONS** |  | * A minimum of 1 years’ experience of developing and supervising volunteers and/or staff.
* Experience of working remotely with customers/staff/volunteers.
* Experience of giving feedback, mentoring and/or coaching individuals and identifying training needs.
* Experience of providing support services, service delivery and/or customer service.
* Experience of delivering training /workshops / presentations to a range of audiences.
* Understanding of good practice in volunteer management and development.
* Understanding and knowledge of basic safeguarding practices.
 |  | * Experience of delivering peer support (groups or befriending) or similar support services
* Knowledge of epilepsy
* Level 3 Volunteer Management Qualification (or willing to work towards it)
* Experience of using CRM’s
* Safeguarding level 1
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| **SKILLS & ABILITIES** |  | * Good IT skills and digital competency with the ability to adapt to a wide range digital platforms
* Good decision making, organisational and problem-solving skills, with the ability to work under pressure to meet deadlines.
* Good data skills, able to interpret data to monitor own performance.
* Excellent interpersonal skills both verbally and in writing and demonstrable ability to work with individuals from a wide range of backgrounds.
* Positive approach to working in a team and contributing to wider organisation goals.
 |  | * Ability to work with other statutory and voluntary agencies.
* Able to manage with challenging behaviour.
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| **VALUES & ATTITUDE** |  | * Commitment to our vision, aims and values.
* Committed to ensuring people who work with us or use our services have a positive experience and receive quality services and information.
* Positively and proactively engages with organisational changes.
* Willingness to work flexibly and travel for business as required.
* Committed to ongoing personal development.
 |  | **Creating a world without limits for people with epilepsy!****We will make a difference by being:****Ambitious 🞟 Inclusive🞟 Empowering 🞟🞟 Supportive 🞟** |

