

JOB DESCRIPTION

Support Centre Supervisor

Our mission at Victim Support Scotland is to ensure that those affected by crime receive high quality support that will help them to recover from their experiences and that support is provided in ways that suit victims and witnesses needs. We want victims and witnesses to be at the heart of everything we do so they have improved health and well-being, feel safer, more secure and informed and that we are an effective organisation, that makes a lasting difference. We aim to do this by adhering to our own organisational values of being supportive, striving for excellence and offering personalised and accessible services and these are reflected in the behaviours expected of all staff and volunteers.

Job Purpose

As part of the Service Support & Development Team, you will be responsible for a team of volunteers delivering, implementing and evaluating the nationwide support centre function across VSS

Support at VSS should be provided effectively and efficiently across the organisation, providing exactly the information our victims and witnesses, our service users, need, in the form they want, when they need it. Proving a supportive experience to service users, you will work to ensure that all options of support and new support initiatives will be based on service user’s insights.

Alongside your colleagues, you will be responsible for all aspects of a volunteer’s engagement within the Support Centre including their recruitment, induction, learning and development, ongoing performance management and support. You will ensure that volunteers are supported, knowledgeable and capable to deliver the support that meets service user’s needs.

Key Accountabilities

Victims & Witnesses First Strategy

- Have day to day responsibility for the delivery of high-quality services for those affected by crime and who need support to recover from their experiences.
- Monitor and critically evaluate the level of support being delivered, engaging with feedback from service users, stakeholders and others who use our service.
- Develop and support excellent communication skills, including developing multi-lingual communications, including those for disabled and other vulnerable groups.
- Embrace our strategy of having service users at the heart of all our activities and developing our service users’ journeys.
- Promote and be a role model for the adoption of the Digital and IT Strategy to best meets our service users’ needs.
- Passionate about putting the service users’ needs first.

Quality & Compliance:

- Ensure that all volunteers in Service Support & Development Team are fully trained and competent in the use of our systems, in particular CRM, to maximise the production of accurate and timely management information.

- Ensure that volunteers are aware of service and practice standards and key performance indicators to demonstrate continuous improvement and service excellence in delivering outcomes for service users.
- Ensure that all VSS policies and procedures are adhered to by you and the volunteers in your area ensuring compliance with statutory, legal and organisational requirements such as GDPR, Safeguarding and Health & Safety.
- Handle any complaints effectively, liaising with the Head of Performance & Quality so VSS can improve ways of working.
- As required by the Head of Service Support & Development, review and develop policies and procedures to meet the needs of service delivery

Volunteer Engagement:

- Responsible for volunteer recruitment, induction and learning and development for the Service Support & Development Team.
- Responsible for providing effective support and performance management to volunteers to achieve personal and organisational goals and objectives.
- Work with colleagues and volunteers to develop non-traditional volunteering opportunities aimed at involving volunteers in areas such as volunteer recruitment, mentoring, training and advocacy.
- Inspire and motivate your team of volunteers, and others, as VSS drives and implements change to support victims and witnesses of crime.
- Liaise with the Volunteer Engagement Officer to support achievements in organisational objectives as they relate to volunteers.

Finance/Resources:

- Effectively manage and control income and expenditure for your area of responsibility.
- Ensure that volunteer resources are deployed to offer continuity and consistency of service delivery.
- Maximise the potential of all available resources to ensure the provision of high-quality services

Behaviours and Values:

- Be a role model, both within your local team and the wider organisation showing energetic, determined, positive and resilient leadership with an ability to inspire confidence and a culture of respect.
- Adopt a flexible leadership style, communicating and motivating others to achieve our vision.
- Continuously monitor your area of responsibility and identify areas for improvement and organisational learning to meet outcomes for service users.
- At all times be a role model of the values of VSS.

Communications:

Internally: Locality Managers, Corporate Leadership Team all VSS Staff and volunteers

Externally: Victims and witnesses of crime, Scottish Government, Stakeholders, Partners, other Agencies and Professionals

Additional Duties

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| <ul style="list-style-type: none">• Other duties that may be required by direction of management or Board of Trustees |
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KEY REQUIREMENTS		
1	Qualifications	EVIDENCED
	Demonstrable experience in a similar role	E
	Evidence of Continuing Professional Development	E
2	Skills / Abilities	
	Ability to plan and organise a complex workload with shifting deadlines in order to meet specific targets, ensuring quality output	E
	Effective leadership style, able to build confidence and motivate and improve performance	E
	Ability to deliver change using a range of influencing, negotiation, facilitation and process skills	E
	Excellent verbal and written communications skills, along with the ability and confidence to provide advice and guidance to build positive working relationships	E
	Demonstrate digital approaches to your area of work	E
	Ability to think in innovative ways and skilled at problem solving	E
	Strong and demonstrable focus on delivering outcomes for service users	E
	Analytical skills – must be able to understand, collect, analyse, report and present data	E
	Ability to support volunteers in a complex environment	E
	Ability to prepare, manage and monitor budgets and resources	D
3	Experience	
	Over 2 years' experience in a supervisory capacity	E
	Experience of people deployment using rotas and/or other shifts patterns	E
	Experience in influencing, communication and working collaboratively	D
4	Knowledge	
	Good working knowledge of the voluntary/charitable sector in the Scotland	E
	Working knowledge of partnerships	E
	Willing to undertake statutory training as required by VSS	E
	Knowledge of VSS and the work we undertake	D
5	Behaviours	
	Highly self-motivated with effective leadership style and a self-managing “can do” attitude	E
	Determination and willingness to take on new challenges and responsibilities	E
	Willing to challenge stereotyping, prejudice, discrimination and bias	E
	Ability to cope with rapid and sustained change and competing demands	E
	Honesty and integrity	E
	Strong approach to performance management with the ability to define and measure outcomes of success	E
	Ability to think of a vision for the future organisation	E
	Willing to be flexible in working hours and able to travel as required	E