

JOB DESCRIPTION

Support Co-ordinator (Service Delivery)

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

Reporting directly to a Locality Manager, you will be responsible for ensuring, within your Service(s), that VSS’s local service development and delivery plan is being implemented within your geographical area(s).

Service delivery is provided by a team of skilled and knowledgeable volunteers, you will be responsible for planning their deployment to ensure that the service delivered meets the desired outcomes of victims and witnesses of crime, our service users.

Responsible for all aspects of a volunteer engagement with VSS at your services, including recruitment, induction, learning and development, ongoing performance management and support.

Contributing to business planning and co-ordination ensuring that continuous learning takes place to monitor that the outcomes of service users are being met.

Key Accountabilities

Victims & Witnesses First Strategy:

- Co-ordinate the deployment of volunteers within your Service(s) to meet the needs of service users.
- Working with the Locality Manager to implement an action plan for service development and delivery which is aligned to the organisational strategy and business plan.
- Work locally to develop the ‘reach’ of VSS services by:
 - developing new ideas and approaches to support more victims and witnesses in your areas
 - devising new and innovative partnerships that will extend our presence in your geographical areas
 - creating opportunities for community engagement for people living in your local communities who may be a victim or witness of crime
 - recruiting volunteers from diverse and wide-ranging backgrounds to deliver support to all those affected by crime
- Be an ambassador for VSS in all aspects of the work that we do.
- On occasion you may be required to work within a different location to cover sickness absence, annual leave.

Quality & Compliance:

- Ensure that all volunteers within your area 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.

Volunteer Engagement:

- Responsible for volunteer recruitment, induction and learning and development in your service(s).
- 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 a 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, Executive Leadership Team, Corporate Leadership Team all VSS Staff and volunteers

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

Additional Duties

- 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 complex workload with shifting deadlines in order to meet specific targets, ensuring quality output	E
	Effective leadership style, able to build confidence, 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	D
	Ability to prepare, manage and monitor budgets and resources	D
3	Experience	
	Over 2 years' experience of managing staff and/or volunteers	E
	Experience of staff/volunteer deployment using rotas and/or other shifts patterns	E
	Experience in influencing, communicating and working collaboratively	D
4	Knowledge	
	Good working knowledge of the voluntary/charitable sector in the Scotland	E
	Knowledge of working with 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
	Willingness to travel to other areas within your locality on an ad hoc basis	D
	Willing to be flexible in working hours	E