



rq Working to end violence and abuse.

Role Profile

Volunteer Role:	Administrative Support Volunteer			
Grade:	Volunteer			
Hours:				
Location:	Thanet, Dover, Gravesend			
Responsible to:	Relevant Service Manager			
Responsible for:	N/A			
Committed	Curiosity	Connected	Collaborative	Compassionate

Background

Oasis is a passionate and ambitious organisation committed to tackling the causes and consequences of domestic abuse on families. We are known in Kent & Medway for our dedicated, independent services that have been supporting the cause with a local focus for many years.

Overall:

We provide an efficient service for families affected by domestic violence and abuse across Kent & Medway. These families and individuals will have a range of needs, and our client support work is needs-led, risk-focused & trauma-informed with a focus on developing individual resilience. We work with clients in a range of settings. We include volunteers at every level of the organisation and work with them to add value to the services that we offer.

Competency

Oasis supports Volunteers through the Individual Development Plan, a framework to provide ongoing support and development to volunteers. All staff are expected to engage with personal learning through the use of this framework. A summary is attached at the end of this role description.

Purpose of the role

Teams in Oasis provide support across Thanet, Dover, Dartford, Gravesend, Maidstone and Medway. We provide support to adults, children and young people in one to one and group settings. Behind the busy frontline work is the administrative tasks that evidence the support we provide.

Administrative Support Volunteer - Kent

Administrative Support Volunteers work within a team, supporting our staff with their administrative work so that they can maximise their client work. This could be updating client support plans, risk assessments and case files, completing referral calls and forms, triaging on our Virtual One Stop Shop phone line, archiving files for storage, managing the Phoenix Groups waiting list (including contacting clients and updating our database), or uploading Case Review and MARAC minutes.

Key Responsibilities

1. Update the client database with client details.
2. Complete general administrative tasks – photocopying, filing, form filling.
3. Complete referrals to internal services and external agencies.
4. Act as a first point of contact for people calling the organization.
5. Work within the policies and procedures set out by Oasis.

Other Duties

6. Engage in ongoing training as required.
7. Contribute to the development and upkeep of a database of Kent and national service providers.
8. Operate within policy, legal, ethical, and professional boundaries when working with service users.
9. Work within key policies such as confidentiality, data protection and safeguarding practice.
10. Work within a stressful, often fast-paced environment with strong planning and organisational skills.
11. Participate in supervision and the IDP (Individual Development Plan) programme.
12. Take on other reasonable tasks as identified by the Service Manager.

Review arrangements

The details contained in the role specification reflect the content of the job at the date the document was prepared. It should be remembered, however, that it is inevitable that over time the nature of individual jobs will change; existing duties may be lost and other duties may be gained without changing the general character of the duties or the level of responsibility entailed. Consequently, we expect to revise this role specification from time to time and consult with the postholder at the appropriate time.

Oasis Domestic Abuse Service is committed to safeguarding and promoting the welfare of children; applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.

Person Specification	Essential	Desirable
1. Experience		
Providing support to others in a work or personal capacity.		
Relevant experience working in a client focused advisory/support role.		
Experience of working in a helpline capacity.		
Experience of working with those who have experienced trauma and/or domestic abuse.		
Experience of assessing risk, safety planning and signposting.		
2. Knowledge & Qualifications		
Comfortable using Microsoft Packages and an ability to learn new programmes and databases.		
Knowledge and understanding of the dynamics and impact of domestic abuse.		
Knowledge and understanding of the issues and processes of child and adult safeguarding.		
Knowledge and understanding of issues of diversity in the provision of support		
3. Capabilities & skills		
Proactive and able to work independently with good organisational and prioritising skills.		
Good at communication – written and verbal.		
Good interpersonal skills.		
Have good attention to detail.		
A non-judgmental approach to support.		
Commitment to a high level of confidentiality.		
Understanding and implementation of data protection policies.		

4. Emotional intelligence		
Self Awareness: recognizing own emotions, strengths, and limits, being self-confident	Y	
Self Regulation: having self-control, honesty, accountability, flexibility, and being welcoming of new ideas.	Y	
Motivation: drive to achieve the best outcome, ability to align with the values and goals of the organization, opportunistic, persistent	Y	
Empathy: understanding others, developing others, client focus, cultivating diversity, able to read and work within group/ team dynamics.	Y	
Social skills: able to influence and convince through adult communication, and inspiring messages, able to drive change, nurturing instrumental relationships, work together on shared goals, and able to create group synergy.	Y	
5. Other		
Candidates must be willing to undergo an Enhanced Disclosure & Barring Service check	Y	
Evidence of qualifications listed on the application form	Y	
Full driving license and access to use of own vehicle (subject to the provisions of the Disability Discrimination Act 1995).	Y	

(1) Making a positive impact/ (2) Working effectively with others/ (3) Communication / Continual improvement/ (4) Planning and delivery of task/ (5) Motivational leadership

<p>Personal Skills determine how we manage ourselves</p>	<p>Self-awareness knowing one's internal states, preferences, resources and intuitions</p>	<p>Emotional Awareness</p>	<p>Recognising one's emotions and their effects</p>
		<p>Accurate Self-Assessment</p>	<p>Knowing one's strengths and limits</p>
		<p>Self-confidence</p>	<p>A strong sense of one's self worth and capabilities</p>
	<p>Self-regulation managing one's internal states, impulses and resources</p>	<p>Self-Control</p>	<p>Keeping disruptive emotions and impulse in check</p>
		<p>Trustworthiness</p>	<p>Maintaining standards of honesty and integrity</p>
		<p>Conscientiousness</p>	<p>Taking responsibility for personal performance</p>
		<p>Adaptability</p>	<p>Flexibility in handling change</p>
	<p>Motivation emotional tendencies that guide or facilitate reaching goals</p>	<p>Innovation</p>	<p>Being comfortable with novel ideas, approaches and new information</p>
		<p>Drive</p>	<p>Striving to improve or meet a standard excellence</p>
		<p>Commitment</p>	<p>Aligning with the goals of the organisation</p>
		<p>Initiative</p>	<p>Readiness to act on opportunities</p>
		<p>Optimism</p>	<p>Persistence in pursuing goals despite obstacles and setbacks</p>
	<p>Social Skills determine how we handle relationships</p>	<p>Empathy awareness of others' feelings, needs and concerns</p>	<p>Understanding Others</p>
<p>Developing Others</p>			<p>Sensing others' development needs and bolstering their abilities</p>
<p>Task Focus</p>			<p>Anticipating, recognising and meeting client needs</p>
<p>Cultivating Diversity</p>			<p>Cultivating opportunities through different kinds of people</p>
<p>Social Skills adeptness at inducing desirable responses in others</p>		<p>Political Awareness</p>	<p>Reading a group's emotional currents and power relationships</p>
		<p>Influence</p>	<p>Wielding effective tactics for persuasion</p>
		<p>Communication</p>	<p>Listening openly and sending convincing messages</p>
		<p>Conflict Management</p>	<p>Negotiating and resolving disagreements</p>
		<p>Leadership</p>	<p>Inspiring and guiding individuals and groups</p>
		<p>Change Catalyst</p>	<p>Initiating or managing change</p>
		<p>Building Bonds</p>	<p>Nurturing instrumental relationships</p>
		<p>Collaboration & Cooperation</p>	<p>Working with others towards shared goals</p>
<p>Team Capabilities</p>	<p>Creating group synergy in pursuing collective goals</p>		

