



VOLUNTEER COORDINATOR

Job Description



Registered Charity No: 1109637 · Company Number: 5424196

AN INTRODUCTION TO BIRCHALL

The Birchall Trust empowers people affected by rape, sexual and domestic abuse, sexualised or domestic violence to recover from their trauma so they can lead safe and fulfilling lives irrespective of gender identity, sexuality, ethnicity, culture, or religion.

We believe that we should live in a society that is free of rape, sexual abuse, and sexualised violence and through a trauma informed approach we...

- **Realise** the potentially damaging consequences of traumatic experiences and the opportunities that exist for healing through safe relationships.
- **Recognise** the signs of trauma, and seek to address the underlying causes
- **Respond** with empathy, integrating the knowledge of trauma into our policies and practice.
- **Resist** retraumatising people and aim to deescalate the deep anxiety that adversity can cause.

.... assisting people to recover from their trauma, by enabling them to live in the present without being overwhelmed by the thoughts and feelings of the past.

OUR CORE TRAUMA INFORMED VALUES

Our values align to the core trauma informed principles around:

Safety	We recognise the impact of shame, we create safe spaces and make people feel safe, by building trusted relationships.
Trusted	We avoid judgement and understand shaming and blaming language can damage people and harm relationships. We are emotionally aware. We avoid blame. We believe and do not judge.
Choice	We ensure that the people using our services have a voice and their choices are important, we understand that everyone's experience matters, and that recovery is an individual experience and will be different for everyone.
Collaboration	We work together to achieve the best possible outcome, we are person centred and see the person's strengths, building upon them, we are reflective and learn together
Empowerment	We seek to make a difference, innovative and be the change we want to see. We make a difference, we are transparent, and take responsibility. We develop resilience enabling people to build on their strengths.

JOB DESCRIPTION

Job Title:	Volunteer Coordinator
Accountable to	Head of Community Engagement
Base:	Flexible – with travel across locations
Salary:	£23,000 pro rata – actual salary £13,800
Hours:	22.5
Closing Date:	Ongoing

ABOUT THE ROLE

This new role at Birchall will see you make a stamp on our new volunteering and B-friending service. As part of the community engagement team you will lead, manage and coordinate our programme, supporting volunteers in all aspects of their journey, creating a clear volunteer pathway.

You will create a 'culture of volunteering' ensuring that the roles of volunteers are understood, valued, rewarded and recognised across the organisation. Working alongside our operational team you will ensure volunteer opportunities are identified and created.

You will recruit, induct and support volunteers and B-friends who can deliver effective peer support to individuals affected by rape and sexual abuse, proactively engaging with volunteers from diverse communities.

You will liaise with partners and stakeholders, attending volunteering fairs, contributing to newsletter updates, national awareness weeks and social media.

You will also monitor and evaluate the impact of the volunteer programme, producing reports for funders.

ABOUT YOU

If you are an experienced volunteer coordinator and leader who wants to work in a vibrant workplace making a real difference to people's lives then you might be what we are looking for. We particularly welcome applicants who have lived experience of our work in any capacity.

You will have knowledge and working experience of mental health challenges, empathy, compassion and patience and a keenness to make a positive contribution through learning and empowerment. You will debrief and regularly check in with volunteers and B-friends to ensure there are no incidents of re-traumatisation and their wellbeing is safeguarded

You will be a source of expertise and advice when it comes to volunteering best practice, maintain quality assurance, and be a role model for those involved with a 'can do' attitude.

You will ensure that appropriate and updated resources and materials are available for volunteers and B-friends to function in their roles effectively and you will support a culture of involvement of people with lived experience in designing and delivering our volunteer programme.



PERSON SPECIFICATION

Specialist Knowledge & Qualifications	Essential	Desirable
Experience of working with volunteers, including recruiting, and managing volunteers.	E	
Ability to motivate, support and encourage volunteers, with experience of supporting volunteers to develop skills and confidence, as well as engaging with an organisation's mission.	E	
Demonstrable understanding of volunteer management practices and relevant knowledge including safeguarding, GDPR and health and safety	E	
Understanding of the importance of lived experience, peer support and the positive impact it can have	E	
Excellent communication skills, both written and verbal with an ability to communicate with people from a wide range of backgrounds and to facilitate training.	E	
Excellent planning and coordination experience, with strong organisation skills and ability to prioritise workload	E	
Ability to work at times under pressure, to self-motivate, motivate others in an enthusiastic, professional, and collaborative way	E	
Excellent IT skills including MS Office and Database/CRMs and experience of data analysis and producing reports.	E	
Experience of working with and recruiting volunteers from multicultural societies		D
Knowledge of the barriers faced by individuals who may be isolated, socially excluded and affected by rape and sexual abuse.		D
Experience of effective multi-agency and partnership working		D
Demonstrate a thorough understanding of issues surrounding rape and sexual abuse		D

Trauma Informed Values	Essential	Desirable
Able to work in a flexible and responsive way to meet the gender and cultural needs of people using our services.	E	
Able to listen closely and communicates effectively with a variety of communities, agencies, and individuals.	E	
Able to act with integrity and take personal accountability for your work.	E	
Able to use reflective practice to continually improve performance by learning from mistakes and celebrating success	E	
Commitment to delivering quality services, achieve results, working effectively to meet KPI's and sharing knowledge and learning.	E	
Commitment to supporting people using our services to be involved through feedback and having a platform to amplify their voices	E	
Commitment to raise awareness in the community and challenge wider issues affecting the people who use our services	E	
Able to apply creative thinking and challenge the status quo to introduce new ideas	E	

HOW TO APPLY

Thank you for showing an interest in applying for a role with The Birchall Trust. Please fill out our online [Application Form](#). Alternately, go to our [Vacancies Page](#) on our website, select the job you would like to apply for and click the Apply Here button.

Top Tip: Please leave up to 20 seconds for the form to submit. You will be redirected to the Equal Opportunities Form once it has been submitted. You will need to attach your most recent CV and you can upload any additional documents that you think will help with your application.

If you require any further advice on any of the above, please phone [01229 820828](tel:01229820828)

Birchall in Numbers

WHAT WE'VE ACHIEVED

2021-22

During the first year of our new strategy, we delivered our services to **622** adults and **165** CYP in the FY 2021-22.

Adults

497 Female (80%), 94 Male (15%)
6 Transgender (1%) 6 non-binary (1%)
19 Not declared (3%)



CYP

111 Female (67%) 35 Male (21%) 2 Transgender (1.5%) 2 Gender fluid (1.5%) 2 non-binary (1.5%) 13 Not specified (7.5%)



“

"I cannot thank the staff at Birchall enough for what they have done for me; I am incredibly grateful to my counsellor for helping me change things for the better and finally understand what empowerment really means!! Thank you, J"

Female, Aged 30

”

WHY BIRCHALL?

Being a part of team Birchall is a rewarding and exciting experience. With 26 full time and freelance team members across Cumbria and Lancashire, and numerous volunteers and ambassadors, you'll join a strong network of people dedicated to supporting people affected by rape and sexual abuse.

Each year we campaign, fundraise and offer educational programmes as well as wellbeing services and group work activity sessions.

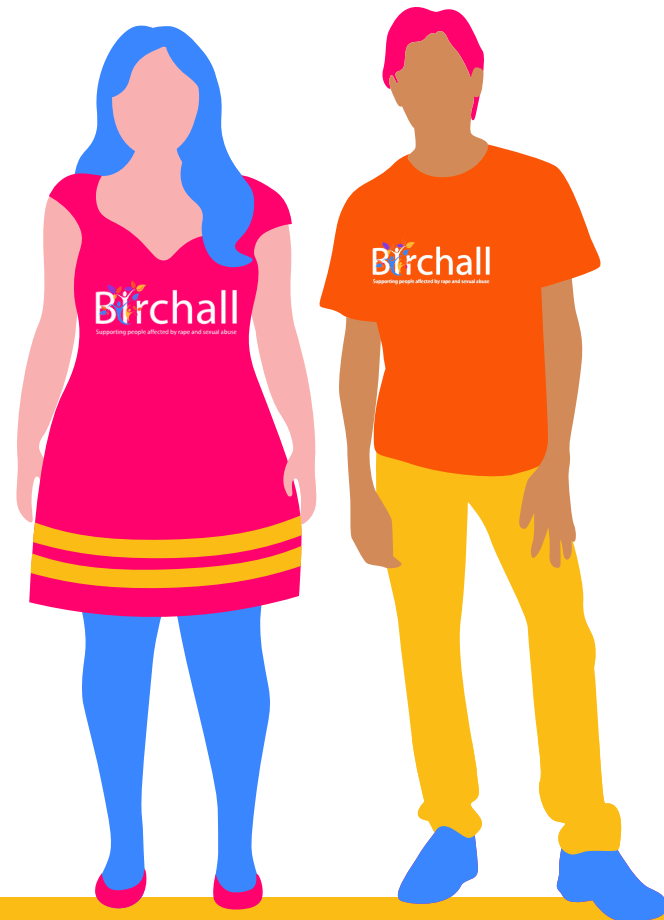
Our Volunteers

We have had some amazing people raise money and awareness for Birchall this year. From Running the Great North Run, talking to students at freshers' events, Walking the 3 peaks in one day and even joining us at the Keswick to Barrow Walk... we want to thank everyone who helps us support people affected by rape and sexual abuse this year!

What we offer

We recognise that each person using our services is an expert on their own emotional process and we aim to create an environment where people can develop trust in their own intuition and safety in a space where they can begin to explore their feelings and thoughts about their experience.

Our framework consists of 3 stages:



1. Stabilisation & Understanding

2. Processing & Acceptance

3. Integration & Engagement

Counselling

Education & Training

Wellbeing

Peer Support

“

“I can now understand why I feel and behave the way I do. I have learned grounding techniques which are invaluable. The relationship between my counsellor and I has been priceless. Thank you for giving me my life back.”

Female, 54, Kendal

”

USEFUL LINKS



[@TheBirchallTrust](#)



[@BirchallTrust](#)



[@thebirchalltrust](#)



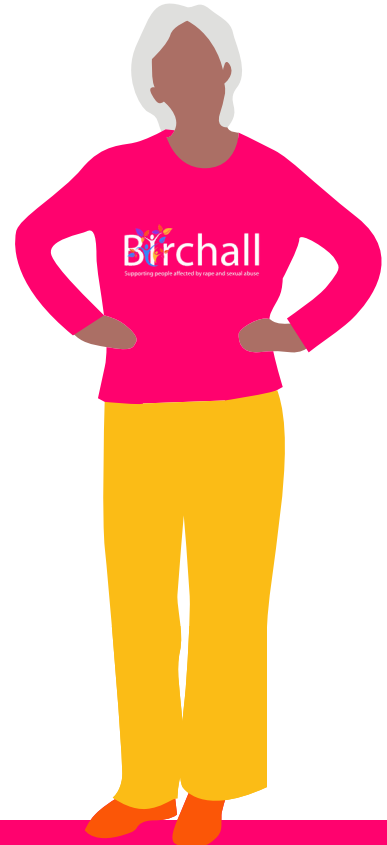
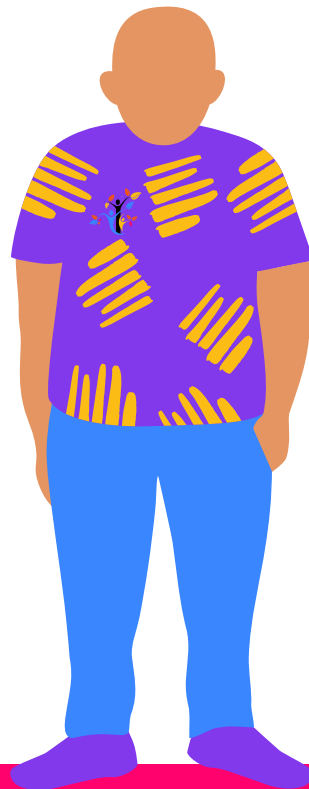
[The Birchall Trust](#)



www.birchalltrust.org.uk



[The Charity Commission](#)
- GOV.UK (www.gov.uk)



Barrow-in-Furness Telephone: 01229 820828

Morecambe Telephone: 01524 239595

Blackpool Telephone: 01253 201946

Registered Charity No: 1109637 · Company Number: 5424196