



Community Engagement Volunteer Role Description

Section 1 - Details

Role title	Community Engagement Volunteer
Business/Operational Group	Business Support Services
Department/Team (if applicable)	South & Wales
Person responsible for managing and supporting the volunteer	Heidi Wirth
Role location	Norfolk
Number of hours per week/month	3 or more hours per month

Although you are under no obligation to do so, ideally you would volunteer within this role for a period of at least 12 months. This will help you get the most out of the experience and provide some consistency for the victims and witnesses that we support.

Section 2 - Role Purpose

Community Engagement Volunteers help us to engage our local communities and inform them about crime and our work. There are many different ways this can be done, please see below

Section 3 - Main Activities

This role will involve one or more of the following activities:

	Activity
1	Give presentations to community groups and schools about crime and our work
2	Support our team by writing to local organisations such as Parish Councils and supermarkets to secure extra funding
3	Run Community Engagement Information sessions within the local community in which you live to raise awareness of Victim Support in the local area eg. Having a stall at a local fete, attending local groups etc etc

Section 3A - Specific Role activities

	Activities specific to this role include:
1	Helping or delivering presentations and talks to local groups and individuals to promote our services and the different ways that people can support our cause and receive support.
2	Attending local group meetings and events.
3	Actively networking through personal connections or local opportunities.
4	Talking to potential volunteers about how they can get involved.
5	Assist the Volunteer Manager in identifying community engagement opportunities

Section 4 - Role Objectives

	Measures of success
1	Giving presentations to local community groups
2	Supporting income generation from Parish Councils and supermarkets
3	Raising Awareness in local communities

Section 5 - Competencies

Competency	Level required (see below)
Builds customer value	1
Drives performance	1
Communicates effectively	1
Embraces and drives change	1
Grows diverse, high performing teams	1
Knows & grows the business	1

These are adapted from the Victim Support Behavioural Competency Framework:

Level 1: Roles which make an individual contribution to the business

Level 2: Roles which are responsible for a process and or people

Level 4: Roles which lead people and / or own a process directly & influence senior leaders

Please note that competency levels 3 & 5 do not apply to volunteer roles.

Section 6 - Learning & Development

Foundation Learning	Online modules on; Safeguarding, General Health and Safety, Fire safety, GDPR, Prevent, Equality Diversity & Inclusion and Cyber Security
Community Engagement	Community Engagement Volunteer Presentation Workbook
Service Model	Familiarise with how we deliver services.

All learning should take approximately 5-7 days to complete.

Section 7 - Person specification (qualifications, knowledge, experience, skills and attributes needed for the role)

Requirement	Essential	Desirable	Tested*
The confidence to speak at local events in front of an audience		x	A, I
Good communications skills	x		A, I
Previous experience of being a victim of crime or the criminal justice system		x	A, I

*Tested - A (application), I (interview), T (test or Assessment)

8. Key Contacts/Relationships

- VS staff
- Other Volunteers
- Local community Groups

9. Any other relevant information

- **Confidentiality**
Ensure that essential information of a sensitive and/or personal nature is not disclosed to, or discussed with, inappropriate persons and that all information is maintained in accordance with the GDPR and other related legislation/requirements.
- **Equality, diversity and inclusion**
Ensure all duties are carried out in a manner which promotes Victim Support's equality, diversity and inclusion policies.
- **Health & safety**
Promote a health and safety culture, observe all health and safety rules and procedures and complete training courses, as required.
- **Safeguarding**
VS are committed to recruiting with care and to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Background checks and Disclosed Barring Service checks will be required for this role.
- **Digital**
Competently utilise technology to perform the role including internet-based voice and video calls, Microsoft Office applications, the Victim Support intranet, human resource and finance systems, case management system software and other bespoke VS software and applications.

This document is not intended to be legally binding and there is no intention to create any employment relationship, either now or at any time in the future.

Last updated 10/01/2024