**Person specification: Support Line Volunteer Lead**

We are looking for volunteers who can demonstrate:

* Leadership skills
* A sound understanding of safeguarding processes and procedures
* A warm, sensitive and caring attitude
* Good listening and communication skills
* An understanding and commitment to our ethos
* An understanding of confidentiality
* An open, non-judgemental attitude
* A reliable and dedicated approach to volunteering
* A willingness to develop enabling partnerships with other volunteers and parents

**Application procedure**

Candidates who are successful in the application stage will be contacted to arrange an informal interview either in-person or remotely before being invited to our training programme. Successful applicants will be required to undertake **an enhanced DBS** check and provide two references prior to commencing the role. The cost of DBS will be covered by Ivison Trust.

Our compulsory in-house training must be completed prior to commencing the role of Support Line Volunteer Lead. Training will be over a two day period, ideally, trainees will attend our head office in Leeds, West Yorkshire for in-person training. To support with this, Ivison Trust will facilitate travel and accommodation. Training can also be accessed online if no other options are available**.**

We welcome applications from all individuals who have a genuine interest in supporting children and families. Within your application, please try to demonstrate **how you meet the following criteria. Descriptions can be brief.** Further information will be gathered during the subsequent informal interview.

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| **Personal attributes** |  |  |
|  | * Leadership skills | Essential |
|  | * The ability to develop relationships and rapport | Essential |
|  | * Active listening skills | Essential |
|  | * Able to problem solve during crisis situations | Essential |
|  | * Understands how to use Trauma informed practices | Desired |
|  | * Able to show kindness and compassion | Essential |
|  | * Is non-judgmental and can create a safe and welcoming space | Essential |
|  | * Can work as part of a team | Essential |
|  | * Is able to work remotely and manage allocated commitments | Essential |
| **Knowledge** |  |  |
|  | * An understanding of child exploitation | Desired |
|  | * An understanding of safeguarding procedures and processes | Essential |
|  | * An understanding of Ivison Trust and our ethos | Desired |
|  | * An understanding of trauma, how this may manifest and strategies to manage such | Essential |
| **Skills** |  |  |
|  | * Previous experience of managing and/or supporting other others within a team. | Essential |
|  | * Previous experience of offering support over the phone. | Desired |
|  | * Good record keeping skills | Essential |
|  | * Previous experience of working within safeguarding and/or alongside safeguarding professionals | Desired |
|  | * Experience of record keeping and maintaining confidentiality | Essential |
|  | * Competent with using IT and phone equipment | Essential |
|  | * Experience of remote working and meeting organisational requirements | Essential |
|  | * Experience of working as part of a team to improve outcomes for children and families | Desired |

If you have any questions or queries about the role – or would like to discuss the role in more detail, please email our volunteer co-ordinator [Vicky.edwards@ivisontrust.org.uk](mailto:Vicky.edwards@ivisontrust.org.uko)

All completed applications should be sent to [info@ivisontrust.org.uk](mailto:info@ivisontrust.org.uko)