**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.

|  |  |  |
| --- | --- | --- |
| **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

All completed applications should be sent to info@ivisontrust.org.uk