

Role Description

Job Title:	Beacon Admin & Community Engagement Volunteer
Place of work:	Office based (+ travel for community events)
Hours of Work:	Minimum of 8 hours a month
Reporting to:	Volunteer co-ordinator and mentors
Level of Criminal Records Bureau Disclose:	Enhanced DBS, police vetting

We accept a wide range of people with various skills and experience. Previous knowledge and experience of the Criminal Justice System is not essential as this will form part of the training programme.

Purpose of the role

- To complete customer satisfaction surveys for the service and other administrative support.
 - To support Beacon with attendance at a variety of community events.
 - To support Service User visits in the community
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Activities

Your role would involve:

- Attending at least 1 community event a month as a representative of Beacon and engaging with the public
- Contacting clients closed to Beacon to conduct satisfaction surveys
- Liaising with Volunteer co-ordinator and mentors regarding responses
- Adhering to safeguarding processes
- Listening carefully and with sensitivity to what the client has to say
- Ensuring appropriate confidentiality, adhering to data protection and GDPR regulations
- Identifying if a client requires further support, discussing what the service offers
- Attending as a second person on face to face visits with service users (you would not be leading these sessions or expected to contribute to these sessions). At Beacon we send two representatives from Beacon on initial visits with new staff users or in new locations until we can ascertain the appropriateness of one on one support. Your role would be to attend these visits as the second representative to allow them to take place.

Skills and Qualities

- Excellent communication skills (including telephone skills)

- The ability to relate to people from all walks of life
- The ability to work effectively with clients and colleagues
- Excellent administration skills
- Excellent organisational skills
- Excellent listening skills
- Excellent time management skills
- The ability to promote Beacon and its service
- The ability to work well independently and as part of a team
- A good understanding of issues surrounding confidentiality
- A good understanding of equality and diversity
- A good understanding of GDPR and data protection regulations
- An approachable, friendly and welcoming manner
- A non-judgemental and empathetic manner
- An understanding of basic IT systems e.g. Word
- Presentation skills would be desirable

Entry Requirements

To volunteer with Beacon, you need to be over 18 and of good character, with a caring nature and non-judgemental attitude.

The ability to work from our office and willingness to travel to support community engagement across Hertfordshire.

Training and Development

Beacon will provide you with basic training to help develop your communication skills, admin skills, broaden your knowledge on crime and help you to understand the impact of crime on victims. You will be encouraged to continue training throughout your volunteering career in order to learn more about specialist issues and keep up to date with developments in policy and practice.