



POST DETAILS PACK

Operations Support Worker

37 hours a week full-time
SALARY: on a scale £21,164 to £23,088
(depending on skills and experience)

This post is open to self-identifying female applicants only, as being female is deemed to be a genuine occupational requirement under Schedule 9 pt 1 of the Equality Act 2010, and is subject to an enhanced DBS check. We welcome applications from all sectors of our diverse community and applications from BME, LB and T* women are particularly encouraged.

All posts require an enhanced DBS Disclosure

Job Description

JOB TITLE: Operations' Support Worker

BASED AT: Survivors' Network's main office in central Brighton

REPORTS TO: Volunteer Services Coordinator, Therapeutic Services Coordinator

Purpose of the role

This is an excellent opportunity to work as part of a team providing services in the sexual violence sector. As an operations support worker, you will be the main point of contact for general enquiries and undertaking a range of administrative tasks to help ensure the smooth running of the services, working closely with and supported by the Service Coordinators. This post involves frequent phone contact with vulnerable clients.

Overall Objectives

Providing administrative support to the service co-ordinators to ensure the smooth running of the services, including but not limited to Counselling, Drop-in and Helpline services.

Specific Duties:

To be the first point of contact for enquiries about the services (answering telephone calls from clients and professionals).

Managing the therapy service waiting list (inputting data, calling clients).

Supporting staff, counsellors and volunteers (answering queries, collecting paperwork).

Monitoring for both services (input and collate data, support staff and volunteers to provide data, collate client feedback and producing reports).

To be the first point of contact for enquiries from new volunteers (answering telephone calls, dealing with basic queries, sending and keeping track of volunteer applications).

Managing the volunteer rota, escalating as appropriate.

Support the coordinators with recruitment (including distributing recruitment publicity material, attending local events if necessary, providing administrative support for interviews and induction training).

Managing references and vetting (DBS) for new staff/volunteers and ensuring

that these are checked and recorded.

Managing Dropin, Helpline and Therapy spaces for smooth running of the services (eg. ensuring that refreshments and monitoring forms are provided, desks are set up, rooms are welcoming and well equipped).

Developing and maintaining information resources (library, organisational listings, handbooks, flyers).

Keeping track of staff and volunteers' attendance to supervision and the number of hours they contribute each time they work, escalating to Coordinators if necessary.

Supporting Coordinators in meetings.

General Duties

Acting in accordance with Survivors' Network's policies and procedures.

Ensuring the Survivors' Network commitment to working within an Empowerment Model is central to the development and delivery of all services.

Attending and participating in regular training, staff meetings, supervision and other meetings as necessary or requested.

Carrying out occasional evening and/or weekend work as required.

Being committed to personal and professional development and undertake relevant training and CPD opportunities.

Carrying out your own administrative duties.

Undertaking any duties consistent with the post as may be reasonably requested by the Advocacy coordinator, the Director or the Board of Trustees.

Co-delivering training for the organisation may be an option, depending on experience and willingness to do so.

Please note: that due to a genuine occupational requirement, this post is only open to female applicants only.

No job description can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.

Job Criteria

Essential Skills

Exceptional written and oral communication skills

Excellent interpersonal skills

Experience of supporting people in crisis

Excellent word processing and IT skills, including; proficiency in Microsoft Office, proficiency in emails and internet use, proficiency in Excel (eg using filters, sorting functions and basic formulas)

Ability to work under pressure and to tight deadlines

Good organisational and time management skills

Ability to research, digest, analyse and present material clearly and concisely

Ability to work on your own initiative

Honesty and reliability

Attention to detail

Empathic and non-judgmental attitude

Adaptability to juggle a range of different tasks

Discretion and an understanding of confidentiality issues

Desirable skills

Knowledge of counselling/therapeutic services

Knowledge of sexual violence sector

Knowledge of child and vulnerable adult protection procedures

This post will be subject to an enhanced DBS check and open to Women only.
(Advertised in accordance with the Sex Discrimination Act 1975, Section 7(2))