



## Role Profile

<b>Volunteer Role:</b>	<b>Administrative Support Volunteer for the Training Team</b>			
<b>Grade:</b>	Volunteer			
<b>Hours:</b>	Minimum 4 hours per week			
<b>Location:</b>	Home-based			
<b>Responsible to:</b>	Dawn Hughes, Danielle Georgiou, Jennie Gardner			
<b>Responsible for:</b>	N/A			
<b>Committed</b>	<b>Curiosity</b>	<b>Connected</b>	<b>Collaborative</b>	<b>Compassionate</b>

### Background

Oasis is a passionate and ambitious organisation committed to tackling the causes and consequences of domestic abuse on families. We are known in Kent & Medway for our dedicated, independent services, we have been supporting the cause with a local focus for many years.

### Overall:

We provide an efficient service for families affected by domestic violence and abuse across Kent & Medway. These families and individuals will have a range of needs, and our client support work is needs-led, risk-focused & trauma-informed with a focus on developing individual resilience. We work with clients in a range of settings. We believe that volunteers are essential at every level of the organisation and work with them to enhance themselves and our clients service.

### Purpose of the role

Teams at Oasis provide support across Thanet, Dover, Medway and North Kent. The training team trains professionals to support adults, children, and young people. We also network and support at public events, often managing information and awareness stalls. Behind our busy frontline work is the administrative tasks that evidence the support we provide.

## **Administrative Support Volunteer – Kent:**

The Administrative Support Volunteer will work within the Domestic Abuse Partnership team, supporting our colleagues with their administrative work, enabling colleagues to maximise their time creating and delivering training.

This could be updating spreadsheets of attendees/training/networking, printing and collating materials, book meetings for the training team, sending pre and post-training emails to delegates, organising emails and forms, helping collect feedback on client support plans, monitoring waiting lists and writing minutes.

### **Key Responsibilities:**

1. Updating spreadsheets/recording delegate information
2. Complete general administrative tasks – photocopying, filing, collating training packs, form filling.
3. Make telephone queries, appointments for potential clients and external agencies.
4. Support at events
5. Work within the policies and procedures set out by Oasis.

### **Other Duties**

6. Engage in ongoing training as required.
7. Contribute to the development and upkeep of a database of Kent and national service providers.
8. Operate within policy, legal, ethical, and professional boundaries when working with service users.
9. Work within key policies such as confidentiality, data protection, and safeguarding practices.
10. Work within a stressful, often fast-paced environment with strong planning and organisational skills.
11. Participate in supervision and the IDP (Individual Development Plan) programme.
12. Take on other reasonable tasks as identified by the Service Manager.

### **Review arrangements**

The details in the role specification reflect the job's content at the date the document was prepared. It should be remembered, however, that it is inevitable that over time the nature of individual jobs will change; existing duties may be lost, and other duties may be gained without changing the general character of the duties or the level of responsibility entailed. Consequently, we expect to revise this role specification and consult with the postholder at the appropriate time.

**Oasis Domestic Abuse Service is committed to safeguarding and promoting the welfare of children; applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.**

Person Specification	Essential	Desirable
<b>1. Experience</b>		
Providing support to others in a work or personal capacity.	Y	
Relevant experience working in an admin-focused support role.	Y	
Experience working with Microsoft programmes.	Y	
Experience working with those who have experienced trauma and/or domestic abuse.		Y
<b>2. Knowledge &amp; Qualifications</b>		
Comfortable using Microsoft Packages and an ability to learn new programmes and databases.	Y	
Knowledge and understanding of the dynamics and impact of domestic abuse.		Y
Knowledge and understanding of GDPR	Y	
Knowledge and understanding of issues of diversity in the provision of support		Y
<b>3. Capabilities &amp; skills</b>		
Proactive and able to work independently with good organisational and prioritising skills.	Y	
Good at communication – written and verbal.	Y	
Good interpersonal skills.	Y	
Have good attention to detail.	Y	
A non-judgmental approach to support.	Y	
Commitment to a high level of confidentiality.	Y	
Understanding and implementation of data protection policies.		Y

4. Emotional intelligence		
<b>Self Awareness:</b> recognizing own emotions, strengths, and limits, being self-confident	Y	
<b>Self Regulation:</b> having self-control, honesty, accountability, flexibility, and being welcoming of new ideas.	Y	
<b>Motivation:</b> drive to achieve the best outcome, ability to align with the values and goals of the organization, opportunistic, persistent	Y	
<b>Empathy:</b> understanding others, developing others, client focus, cultivating diversity, able to read and work within group/ team dynamics.	Y	
<b>Social skills:</b> able to influence and convince through adult communication, and inspiring messages, able to drive change, nurturing instrumental relationships, work together on shared goals, and able to create group synergy.	Y	
5. Other		
Candidates must be willing to undergo an Enhanced Disclosure & Barring Service check	Y	
Evidence of qualifications listed on the application form	Y	
Full driving license and access to use of own vehicle (subject to the provisions of the Disability Discrimination Act 1995).	Y	



