



## Volunteer Services Manager

### Job Description

**Job Title:** Volunteer Services Manager

**Reporting to:** Head of Operations & Administration

**Working hours:** Full Time 5 days a week

**Location:** 70 Leeson Street Lower, Dublin 2

#### Background Information:

Dublin Rape Crisis Centre (DRCC) has a twofold mission: to prevent the harm and heal the trauma of all forms of sexual violence in Ireland. DRCC provides therapeutic and first response services through the National 24/7 National Helpline and face to face therapy.

It provides accompaniment and support to those who attend the Rotunda Sexual Assault Treatment Unit, Garda Stations, and the Courts. In addition, it offers education and training programmes for a wide variety of professionals and volunteers who work with those who have experienced sexual violence. DRCC offers a safe and confidential space and a person-centred, empowerment approach in all of its contact with clients and strives to achieve its core goals:

- Ensure that victims/survivors of recent and historic sexual violence receive the supports that they need to heal
- Eliminate tolerance of sexual violence in Irish society and support the rights of victims/survivors
- Be a strong, sustainable organisation

#### The Role:

DRCC is now recruiting a **Volunteer Services Manager** to deliver an efficient and effective volunteer support network for the DRCC to enable the organization support any person affected by rape, sexual assault, sexual harassment or childhood sexual abuse.

This is an excellent opportunity to join a team at an exciting point in the organisations development where the successful candidate will be making a huge and varied contribution to the work of the DRCC.

The successful candidate will form part of the management structure

### Responsibilities:

- Management of the Volunteer Services administration team providing leadership and support.
- Responsible for attracting and recruiting volunteers based on the needs of the Organisation
- Working closely with the Heads of the relevant departments to ensure sufficient volunteers are available to meet the needs of the Organisation. (National Helpline, SATU, Justice Accompaniment, Policy & Campaigning, Fundraising)
- Responsible for supporting the journey of all volunteers within the Organisation
- Overseeing the planning & management of monthly peer support in conjunction with the Accompaniment and National Helpline Managers to ensure the highest quality support standards are in place.
- Working in tandem with National Helpline and Accompaniment managers to ensure SATU and National Helpline shifts are adequately covered.
- Working with National Helpline and Accompaniment managers to ensure the out of hours emergency mobile phone service is fully operational.
- Ensuring DRCC has up-to-date and current Volunteering policies and procedures in place.
- Working closely with the Education & Training, National Helpline and Accompaniment managers to deliver a comprehensive volunteer training programme.
- Develop and maintain relationships with Volunteer Ireland.
- Work towards Q mark accreditation for volunteering.
- Managing and monitoring of DRCC Volunteer CRM system in order to produce statistics for reporting purposes.

### To succeed in this role:

- You will have proven experience working in the not-for-profit sector involving volunteer engagement, management and retention.
- You will be an exceptional communicator who thrives on working collaboratively with diverse individuals and teams.
- You will share your passion for volunteering and engage with volunteers, inspiring them to achieve the best results in their work.
- You will have demonstrable experience in successfully managing multiple projects and demands.
- You will be a highly effective relationship builder with a strong track record in delivering high quality volunteering activities.
- You will have excellent organisational skills with strong administration and IT ability (previous experience using a volunteer CRM system would be an advantage).

If you have a record of accomplishment in formal volunteerism and know how a good volunteer department runs, can demonstrate the strength of your organisational and communication skills, and have solid IT acumen, this could be the role for you!

- This is an office-based role
- The salary scale for this role is €52,000 to €59,000 (depending on experience).
- The annual leave entitlement is 25 days plus public holidays.
- 7% employer pension contribution after one year - employee contribution is obligatory.

### Please note:

Closing Date: 12pm (noon) March 24th 2023

First and second round interviews are anticipated to take place in late early April

- •nterviews will be held in person in DRCC’s offices in Dublin 2
- The successful candidate will ideally be in place by early June.
- Garda Vetting is a requirement.
- All prospective employees are required to declare prior convictions and whether they have been or ever having been the subject of any investigation or inquiry into abuse or other inappropriate behaviour.
- The details contained in this job description reflect the content of the job at the date the job description was prepared. It should be remembered, however, over time, the nature of individual jobs may 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, this job description may be revised from time to time.
- Dublin Rape Crisis Centre is an Equal Opportunities Employer.
- Dublin Rape Crisis Centre welcomes applications from people of diverse backgrounds and abilities. It is committed to providing reasonable accommodations for applicants and employees with a disability. •Applicants should be aware DRCC is located in an old Georgian building on Leeson Street with access steps from the street.

Should you have a reasonable accommodation request, and you wish to discuss please contact Naomi Patton, HR Manager, [naomi.patton@rcc.ie](mailto:naomi.patton@rcc.ie)

