

ROLE DESCRIPTION

DATED: 30 May 2022



- Title:** Volunteer Role – EI Referral Processing
- Reports to:** Early Interventions Team Manager
- Locations:** Trowbridge
- Availability:** Volunteers are asked to commit themselves to being available for between 4-10 hours per week. Hours volunteered are flexible and should be agreed with the Volunteer Manager. Volunteers may be asked to attend training, events and meetings, which may be in the evening or at weekends.
- Purpose of Role:** Referrals for our services are being received in very high numbers and our teams are exceptionally busy. To enable the Early Intervention Team to be able to make contact with people seeking support as quickly as possible you can help us by transferring the referral details from the inbox onto our database and keep our waiting lists up to date – as well being aware of risk and bringing any concerns to the attention of the team. This role would be ideal for someone who is methodical, organised and with an eye for detail.
This is an exciting time to be part of our leading Domestic Abuse and Sexual Violence organisation.
- Main tasks:**
- Monitor Single Point of Access email for referrals
 - Transfer referral information to database
 - Contact referee if any necessary information is missing
 - Identify risks and flag to EI team where necessary
 - Update waiting lists spreadsheet once daily data has been entered
- Person Specification:**
- Good interpersonal and communication skills
 - An eye for detail
 - Friendly and approachable
 - Good organisational skills
 - IT skills – Data Entry, Office 365, Outlook, Excel, Word
 - Administrative experience
- Training:** Splitz will provide induction training and appropriate training to the role. This role offers opportunity to develop over time and to gain experience in the heart of our organisation. Support and Supervision will be provided by the EI Team Manager. References can be requested after 3 months of active volunteering.
- Risks:** Highly confidential data

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Risk identification

Measures: Enhanced DBS and vetting
 Confidentiality agreement
 Risk training and Supervision