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**Volunteer Support Person**

**Role Description**

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| **Location:** | Varied |
| **Responsible to:** | Director of Safeguarding |
| **Hours:** | Flexible depending on need and matching |

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| **Equality, Diversity and Inclusion Statement** |

We welcome Diversity at the Diocesan Board of Finance

We are dedicated to employing staff with diverse backgrounds, abilities and working styles.

We understand that a diversity of ability can involve a diversity of needs.

We are committed to actively supporting all staff members to fulfil their potential.

If you have a disability, long-term illness or are neurodivergent, and feel this prevents you from meeting any of the essential criteria, please contact us to discuss the adjustments we can make for you.

All employees undertake equality, diversity and inclusion training.

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| **Role Profile** |

The Support Person serves as a compassionate and consistent point of contact for victims and survivors of abuse, offering practical and emotional support in alignment with the Church of England’s Responding Well and Managing allegations guidance. This role ensures that individuals feel heard, valued, and respected while navigating the church safeguarding process

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| **Main Activities and Responsibilities** |

1. **Emotional and Practical Support**
   * Provide empathetic, non-judgmental support to victims and survivors, respecting their pace and comfort level throughout their journey.
   * Act as a safe, trusted individual who listens actively, validating the experiences and needs of the individual while respecting confidentiality.
   * Offer practical support to help survivors access resources, support networks, or additional services, liaising with the Diocesan Safeguarding Team as needed.
2. **Guidance and Information**
   * Inform victims and survivors of the church’s processes for responding to and addressing abuse, and provide clarity on safeguarding procedures and available support.
   * Guide individuals through any formal processes they may choose to pursue within the church, such as reporting or complaints, while ensuring that these processes remain survivor-centered.
3. **Coordination and Communication**
   * Act as a bridge between the victim or survivor and the Diocesan Safeguarding Team, ensuring clear, timely, and supportive communication.
   * Coordinate with safeguarding advisors, pastoral care, and other relevant church members or external services to ensure that support is holistic and accessible.
   * Maintain accurate and confidential records of interactions, noting progress, support provided, and any emerging needs.
4. **Advocacy and Empowerment**
   * Empower victims and survivors by fostering a sense of agency, helping them to make informed choices about their engagement with church processes and other available resources.
   * Advocate for the needs and preferences of victims and survivors within church settings, ensuring their voice is present in relevant safeguarding discussions and actions.
5. **Resource and Referral Management**
   * Support the individual in identifying appropriate resources, such as counselling services, peer support groups, or local community organisations.
   * Support individuals in accessing services outside the church, including helping to facilitate referrals as requested.

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| **Key Relationships** |

Individuals being supported, Diocesan Safeguarding team, statutory authorities

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| **Training, Monitoring and Evaluation** |

The post holder will participate in reviews six monthly and will be provided with regular group peer supervision.

All volunteers are expected to undertake mandatory training including Equality & Diversity, Unconscious Bias, Sexual Harassment, Safeguarding training

The post holder will need to complete a confidential declaration form, provide references, and we will apply for an enhanced DBS check, all of which must be satisfactory before the post holder can start voluntary work.

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**Person Specification**

**Job Title**

AF=Application Form; Int = Interview; Test=Written and Verbal Test

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| **Attributes** | **Essential** | **Desirable** | **Means of Assessment** |
| Demonstrated experience providing support or care to individuals affected by trauma or abuse. | √ |  | AF/I |
| Training or experience in trauma-informed care, pastoral care, counselling, or social work. | √ |  | AF/I |
| Empathy, sensitivity, and a compassionate approach to working with individuals who have experienced abuse. | √ |  | AF/I |
| Ability to handle confidential and sensitive information with care, in line with safeguarding and data protection protocols. | √ |  | AF/I |
| Strong communication and interpersonal skills, with the capacity to offer clear information and support. | √ |  | AF/I |
| Understanding of and commitment to the Church of England’s safeguarding policies and the *Responding Well* guidance. | √ |  | AF/I |
| Experience of responding to safeguarding concerns | √ |  | AF/I |
| Knowledge of safeguarding processes, with familiarity with Church of England structures and resources. |  | √ |  |
| Experience liaising with support networks and services, such as mental health professionals, victim support organisations, or legal advisors. |  | √ |  |
| Supportive of the mission and ministry of the Church of England and the Diocese of Coventry mission purpose statement | √ |  | AF |
| Be Supportive of and live out our values at work:  **Community:** To have a sense of togetherness and common purpose, with room for differences  **Christ-like:** To show humility and love for one another, to be welcoming and to have grace and patience  **Integrity:** To be genuine, authentic and honest, and value each other  **Service:** To recognise people’s needs, give without expectation and use our gifts for each other | √ |  | AF/I |

There is no Occupational requirement for the successful applicant to be a Christian.

We welcome applications from all candidates regardless of faith or belief system

If you have a disability or long-term illness that prevents you from meeting any of these criteria, please contact us to discuss the adjustments and support that we can make for you.

For more information, and to download the application form

please go to <https://coventry.anglican.org/about/vacancies/> or contact Sarah Price via [Sarah.Price@Coventry.Anglican.org](mailto:Sarah.Price@Coventry.Anglican.org)

Closing date for applications: 17th October 2025

Please send completed application forms to: [Karen.Wright@coventry.anglican.org](mailto:Karen.Wright@coventry.anglican.org)