



SSAFA, the Armed Forces charity, exists to relieve need, suffering and distress amongst the Armed Forces, veterans, and their families in order to support their independence and dignity.

Role – Divisional Secretary

Would you like to coordinate the local SSAFA service in your area? Do you enjoy working as part of a team? You don't need a military background, just good communication and I.T. skills. If so, this could be the role for you!

What is a Divisional Secretary?

This is a key role involving administration and coordinating people. As the first point of contact for the division you will play a key part in promoting SSAFA locally, matching clients to volunteer caseworkers and supporting volunteers to get the best outcomes for their clients.

Why do we need you?

We've been supporting the Armed Forces community since 1885. Our clients come from all backgrounds and age groups and may have served in WW2 or in a more recent conflict like the Falklands or Afghanistan.

There are SSAFA branches throughout the UK and overseas who support local volunteers to deliver services to veterans, serving personnel and their families. Some branches are divided into smaller divisions to ensure the best local service delivery. Each branch has a team of volunteer caseworkers, support volunteers, executive roles, and fundraisers.

We aim to provide financial, practical, and emotional support when it's needed most. More people than ever before are coming to us for help, and you will be one of the people contacting new clients and getting them the support they need.

When would you be needed and where would you be based?

This role is about coordination and administration. As part of your local branch, you might have access to an office, but many volunteers are based at home. The role would suit someone looking to offer a regular time commitment each week.

What would you be doing?

- Acting as the first point of contact for SSAFA in the local area.
- Taking enquiries from potential clients and potential volunteers.
- Matching new clients to available caseworkers.
- Supporting caseworkers, particularly new volunteers.
- Working with the local publicity officer to promote SSAFA locally.
- Providing reports to the local SSAFA branch and to SSAFA's Central Office.
- Maintaining accurate records on our on-line case management system.
- Coordinating SSAFA Visitors and Helpers (if applicable).
- Organising local meetings to keep all volunteers up to date with the latest training and information.
- Being a positive ambassador for SSAFA remembering that anyone you meet could be a potential client, volunteer or fundraiser.
- Volunteering within the standards and values of SSAFA including observing our policies such as the Volunteering policy and data protection policy (these will be covered in your training and local induction).

The remit of this role may change over the next 12-18 months depending on the outcome of a trial currently being undertaken.

What can you gain from this volunteering role?

- Experience of holding a key local role with oversight of all SSAFA activity in the local area.
- Use your skills, knowledge, and life experience to benefit others.
- Support and friendship from your local SSAFA branch and the wider SSAFA community.
- Experience, training, and skills that you can highlight on your CV and in job interviews.
- Better physical and mental health – studies show that volunteers live longer and experience lower levels of stress and depression!

What training and support would you receive?

- Role specific training to prepare you for your voluntary role – confidentiality and boundaries, personal safety, caseworker course, caseworker IT system training, volunteer management – case management and quality. The caseworker course takes 3 days and please allow a further day for the other training.
- Mandatory on-line training modules to complete at home, so you are up to date on how to keep clients, their families safe and personal information safe.
- Access to a range of e-learning courses.
- Local induction.
- Support from the branch secretary.
- Access to the Welfare Team and Volunteer Support Team based at our central office.
- Reimbursement of out-of-pocket expenses.
- Volunteers will be covered by SSAFAs Public Liability Insurance whilst carrying out the role.

What are we looking for?

- Friendly and approachable people with some experience of coordinating people and admin
- Good written and spoken English.
- Ability to be respectful and non-judgemental with clients, their family, other agencies and SSAFA colleagues.
- Ability to send and receive emails – you will receive your own SSAFA email address.
- Ability to coordinate a team of people volunteering.
- Willingness to use our on-line case management system (this is covered in the training course)
- Ability to keep within boundaries of the role with regards to reporting any safety concerns etc
- Reliable attitude, contact clients and volunteers promptly, keep appointments etc.
- Ability to maintain confidentiality and keep information safely.
- Access to public transport or a car to travel to meetings, events etc.

We welcome volunteers of all backgrounds, abilities, races, sexual orientations, socio-economic backgrounds, and of all faiths and none. SSAFA are committed to making reasonable adjustments to support volunteers with disabilities, so they have access to the same opportunities and experiences as volunteers who do not.

Minimum Age: 18

Safer Recruitment: SSAFA undertakes a systematic approach and utmost care at every step of the process of volunteer recruitment, selection, and retention to ensure that those recruited are suitable and appropriate. Measures taken at points along this journey work together to make volunteering at SSAFA a positive and safe experience.

References Required: Yes. We will ask for two character references, this can be a former employer or someone that know you well (other than a relative)

Is a criminal record check required? No*

*Where volunteers are both divisional secretaries and caseworkers a disclosure check will be required.

How do I find out more? Visit us online at <https://www.ssafa.org.uk/volunteer/> to browse available roles and locations and let us know you're interested. Read more about training and about some of our wonderful volunteers.

Contact our friendly Volunteer Experience (VE) Team at VE-Support@ssafa.org.uk They can answer any general questions about volunteering and put you in touch with your local branch.

Date: October 2023

Document owner: Head of Volunteer Experience