



Job description

Job title: Volunteer Coordinator
Reporting to: Director

Based at: Asylum Welcome, Unit 7 Newtec Place, Magdalen Road, Oxford OX4 1RE
Hours: 21 hours a week (3 days) - flexible.
Salary: £29-31,000 pro rata.

Background,

Asylum Welcome is an Oxford based refugee support organisation with a small staff complement and large volunteer workforce. The volunteers are involved throughout the organisation, and recruiting, engaging, supporting and managing the volunteers is fundamental to the organisation's successful delivery of its mission. The Coordinator, working across the organisation, reporting to the director and supported by all staff, plays a vital role in helping everyone to be as effective as possible.

Main purpose of the job

To develop and maintain a welcoming and effective community of volunteers (currently about 130 people) that delivers and sustains good quality and relevant services for asylum seekers, refugees and detainees. To take the lead, and maintain good practice in all aspects of volunteer recruitment, training, co-ordination and support.

Responsibilities

Volunteer recruitment

1. Promote and respond to enquiries from prospective volunteers and liaise with service heads to ensure that volunteers are selected according to what the service heads need.
2. Carry out all aspects of the recruitment process: keep the volunteering page of the website up to date, provide regular pre-volunteering briefing sessions, review completed applications, conduct interviews and check references.
3. Ensure that volunteer agreements and confidentiality guidelines are understood and signed and arrange DBS checks as needed.
4. Keep appropriate records of prospective volunteers who are in the recruitment process.
5. As appropriate, encourage Asylum Welcome's service users to take part in volunteering to deliver services.
6. Reach out to and engage local people in many different ways, including efforts to promote a more diverse volunteer body including more people with lived experience and a range of languages. For example, through social media, our website, the universities, local communities, faith groups and by speaking at events.

Volunteer training

7. Run group induction sessions for new volunteers.
8. Arrange the logistics of other training sessions for volunteers, booking external trainers and rooms as required, subject to funding availability.
9. Keep appropriate records of what training volunteers have attended.

Volunteer management

10. Add new volunteers to Three Rings – our database of rotas and volunteer contact details – and ensure that it is kept up to date.
11. Be the ‘go to’ person for volunteers needing information and support. Deal promptly and effectively with concerns raised by volunteers about challenges they face in carrying out their volunteering role. Act as a link between volunteers and the rest of the organisation.
12. Promote good communication between our large network of volunteers and organise meetings of groups of volunteers and one-to-one meetings as needed.
13. Promote a culture of respect and teamwork between volunteers and staff and enable volunteers to participate in decision-making processes.
14. Support volunteers to monitor the outcomes for their services and produce reports and contribute to improvements, working in conjunction with the relevant staff members.
15. Encourage and assist in organising opportunities to celebrate success and recognise the contributions of volunteers.
16. Work with service leads to ensure proper support, management and accountability for volunteers.

Service management

17. Manage volunteer-run services and activities. These may vary from time to time. Currently the food bank is the most significant.
18. Manage the Welcome Desk, the first point of contact for clients and visitors coming into or contacting the office.

Other

19. Manage the volunteer who has been recruited to help with administrative support for the coordinator’s role.
20. Work supportively within a busy staff team, participate in internal meetings and planning processes and contribute to organisational development.
21. Undertake ad hoc tasks compatible with the role in order to ensure the smooth running of the service and the organisation.

Person specification

1. Significant experience of effectively managing volunteers and an understanding of best practice in working with volunteers.
2. Excellent interpersonal and team skills with the ability to work supportively and effectively with volunteers and to work supportively in a busy team.
3. Highly organised and flexible, with an efficient and positive approach.
4. Ability to manage services, oversee rotas, facilitate meetings and look after a small budget.
5. Ability to plan and deliver induction training, and to organise other training sessions as appropriate.
6. Excellent communication skills (face-to-face, on the phone, in writing and in presentation to groups) and a commitment to ensuring good communication between volunteers.
7. Proficiency in word-processing, spreadsheets and email. Ability to write clear, well presented reports and newsletters.
8. Ability to work sensitively in a multi-cultural, voluntary organisation that supports asylum seekers, refugees and detainees, and commitment to equal opportunities and confidentiality.
9. Honesty, integrity, empathy, professionalism and sound judgement.
10. Commitment to the values and aims of Asylum Welcome and the vision to see how volunteers can translate these into practical actions.