JOB TITLE: Volunteer Co-ordinator  
TEAM: Integration and Therapeutic services 
GROUP: London Operations 
LOCATION: Stratford, East London  
REPORTS TO: Integration Manager 
GRADE: 5 
HOURS: 35 

Context and Purpose of the Job

The Refugee Council is one of the leading organisations in the UK working with asylum seekers and refugees. Our operational teams based in various locations in England provide advice and assistance across a wide range of issues, including helping asylum seekers through the complexities of the asylum system, addressing issues of destitution and assisting refugees and asylum seekers to access key services including housing, welfare benefits, health, education and employment.

The main purpose of the job is to recruit, train and support volunteers working in our Integration team and therapeutic team. The post will also have a remit for ensuring we continue to meet the high standards detailed within Investing in Volunteers UK Quality Award.

This post is exempt from the Rehabilitation of Offenders Act 1974. Therefore all convictions, cautions and bind-overs, including those regarded as ‘spent’, must be declared at the application stage. An offer of employment is subject to a satisfactory Disclosure and Barring Service check. Repeat checks are initiated every two years.

Main Duties and Responsibilities

1) To provide information about the work of the Refugee Council to potential volunteers and to maintain regular contact with refugee community and other organisations which might provide a potential source of volunteers for the Refugee Council.

2) To work with the managers and advisers within the Section to identify the potential need for volunteers and the necessary skills required.

3) To recruit, induct and train volunteers so that they can be deployed and matched effectively within the refugee projects who can support them in day-to-day and operational issues.

4) To ensure that volunteers are valued and supported in their engagement with the Refugee Council, and to ensure that volunteers are engaged in various roles and in such ways as to ensure compatibility with the organisational principles on volunteering.

You can apply for this job at www.refugeecouncil.org.uk/jobs
Registered address: British Refugee Council, Gredley House, 11 Broadway, Stratford, E15 4BQ
Registered charity no. 1014576 Registered company no. 2727514
5) In conjunction with the Services Manager, to develop volunteering services as required for the advice service. This includes, specifying work programmes and tasks for volunteers, developing volunteer recruitment and retention management procedures.

6) To involve volunteers in the delivery of services wherever possible and to work with them to ensure their views on the delivery of services is taken into consideration.

7) To work with managers, advisers and other project staff to ensure that volunteer performance is evaluated and that regular feedback is provided to volunteers.

8) To promote volunteering (internally and externally) through recruitment and publicity strategies.

9) To ensure all potential volunteers are DBS checked and renewed regularly in conjunction with HR.

10) To develop and maintain contact with other agencies with a view to maximising volunteer opportunities, and to explore opportunities to develop their skills and recognise their contribution.

11) To maintain appropriate records relating to volunteers, in order that volunteers can access references from the Refugee Council.

12) To monitor volunteer satisfaction and the support offered to them.

13) To assist the budget holder in processing volunteer expenses and related payments.

14) To attend and contribute to internal and external meetings relevant to their role.

15) To undertake exit interviews and evaluation with volunteers leaving the Section.

16) To support the organisation in maintaining our Investors in Volunteers UK quality standard by ensuring the appropriate policy and procedures are in place and followed.

17) To use and train volunteers where appropriate on the client recording data base system (JCDB).

**Additional Information**

**Health & Safety**

The post holder is responsible for:

Cooperating with the Refugee Council in delivering all legal responsibilities in respect of your own and your colleagues, volunteers, clients and others health and safety whilst at work.

Becoming familiar with the Refugee Council’s Health & Safety Policy and procedures including evacuation procedures at your workplace.

Carrying out risk assessments of your own work and especially of your own workstation to ensure that you do not expose yourself or others to unnecessary risk.
Flexibility

In order to deliver services effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties will, however, fall within the scope of the job, at the appropriate grade. The job description will be subject to periodic review with the post-holder to ensure it accurately reflects the duties of the job.

Equal Opportunities Statement

As part of its recruitment policy, the Refugee Council intends to ensure that no prospective or actual employee is discriminated against on the basis of race, sex, nationality, marital status, sexual orientation, employment status, class, disability, age, religious belief or political persuasion, or is disadvantaged by any condition or requirement which is not demonstrably justifiable.

Working at the Refugee Council

A commitment to the work and the Mission and Values of the Refugee Council.

Flexible Working

This job cannot be carried out working from home.
JOB TITLE: Volunteer Coordinator

Experience

Essential

1. Experience of recruiting, training and deploying volunteers in a charitable organisation.

2. Experience of supporting and developing volunteers in their roles, including the evaluation of volunteer performance.

Desirable

3. Experience of working with refugees and asylum seekers.

4. Experience in the advice and advocacy sector, particularly with refugees.

5. Experience of offering mainstream welfare and housing related advice to adults and families.

Knowledge, skills and abilities

Essential

1. Ability to work with other managers and Advisers to identify the opportunities for volunteers to contribute to the work of the Refugee Council.

2. An understanding of the process of recruiting volunteers, including the difference between volunteer and staff recruitment.

3. Ability to induct and train volunteers so that they can be effectively deployed within the section.

4. Ability to evaluate the performance of volunteers and to take corrective action as appropriate.

5. Ability to work with other organisations to identify volunteer opportunities for refugees and asylum seekers.

6. Ability to prioritise and manage your own workload within a pressurised environment.

7. Ability to demonstrate sensitivity to working in a multi-cultural organisation and ability to work with colleagues and clients from other cultures and a commitment to equal opportunities.
8. English (written and spoken) to a level sufficient to liaise effectively with various stakeholders and for efficient report writing.

9. Good IT skills including the ability to use databases, word processing, excel and Microsoft Outlook.

10. Ability to use a petty cash system to process volunteer expenses and to support volunteers with their expenses claims.

11. Understanding of relevant Refugee Council health and safety requirements, Safeguarding of Adults and Children and following the code of conduct.

12. Ability to take a flexible and creative approach to the demands of the post, working on your own initiative as well as within a structured team work plan.

13. Ability to work effectively with interpreters, volunteers and colleagues in the team and to establish good working relationships with other teams in the Refugee Council, other refugee supporting agencies and community groups.

**Desirable**

14. A good knowledge of welfare benefits and housing entitlements affecting single adults and families

15. An understanding of the issues which can affect newly recognised refugees attempting to rebuild their lives in a new country

Aug 2017