

Southwark Day Centre for Asylum Seekers

Job Description

Job Title: Volunteer Coordinator (Part time)
Salary: £21,840
Hours: 21 hours
Reporting to: Director

Background

Southwark Day Centre for Asylum Seekers (SDCAS) is a charity established in 1996 providing support services to asylum seekers and refugees from 3 different locations based in Peckham and Kennington.

There are currently 50 volunteers helping SDCAS. Our volunteers are vital to the organisation as without their skills and dedication we would not be able to operate or provide a wide range of holistic services.

Volunteers come from a wide range of backgrounds and experience and fulfil a wide variety of roles such as cooks, gardeners, crèche workers, advisers and tutors for educational classes. Volunteers also work as fundraisers, provide help with social media and as book keepers.

Volunteers Coordinator Role

We require an experienced Volunteers Coordinator to work with staff to support, coordinate and develop the work of our existing volunteers and to recruit additional volunteers for various roles within SDCAS. You will be joining our small, but highly motivated team of staff, to take on all aspects of supporting our volunteer team, including organising the recruitment, induction, training and development, well-being supervision, and retention of volunteers throughout the year.

You will be expected to work cooperatively within the team across 3 different sites, while also being able to offer a proactive and self-motivated approach to volunteer support. At least 50% of the time will be based on site at the centres which are open every Tuesday - Thursday. You will also need to be available on occasional evenings for local meetings and volunteer events.

Leading by example, you will be able to inspire and motivate our volunteers.

Excellent interpersonal and organisational skills would be required as well as excellent communication skills.

A flexible approach is needed to ensure that you are able to adapt to the changing needs of our volunteers and to provide the support they need, as well as being able to adapt to new environments such as online and digital contexts.

You will also be confident networking with other organisations and professionals working in the field.

Ideally, you will be able to innovate, suggest, and implement improvements to the recruitment of new volunteers, and to the support and information we currently offer to existing volunteers.

Job Description

- To act as the initial point of contact for current and potential volunteers.
- To take the lead in the recruitment process for volunteers and sustainability of volunteers.
- To interview prospective volunteers
- To prepare a *Welcome Pack/manual* and organise regular induction sessions for new volunteers.
- To check and ensure that volunteers complete their induction programme.
- To provide day to day support, guidance and encouragement for volunteers.
- To organise regular group well-being supervision sessions and set up training programmes to be delivered throughout the year.
- To conduct volunteer review meetings as appropriate.
- To develop systems to obtain volunteer feedback and document volunteers' experience, including exit interviews.
- Organise quarterly volunteer meetings and 6 monthly social events for all volunteers.
- To disseminate information for upcoming actions and events and to brief staff and volunteers on developments/issues to do with volunteering.
- To prepare and implement volunteer codes of conduct, operating policies and procedures including volunteers' agreements and performance management.
- To ensure that volunteers are aware of and comply with safeguarding legislation.
- To maintain a log with the details of active volunteers within the centres and SDCAS as a whole and ensure that volunteer records are kept confidential in line with GDPR.
- To liaise with team members and to contribute to staff and staff/volunteer team meetings.
- To attend regular supervision sessions.
- As appropriate to report to the Director and the Board of Trustees and attend Trustee Boards meetings as required.
- To work within the framework of OISC & AQS requirements following policy and procedures set out by the organisation.
- To adhere to the aims and objectives, policy and procedures of SDCAS

Person Specification

Essential:

- Proven experience as a volunteer coordinator, operations director or similar position.

- Experience in volunteering locally and/or internationally.
- Experience in recruiting through various channels.
- Working knowledge of databases and MS Office (especially Excel), and confident in using social media.
- Able to communicate effectively with people from a diverse range of backgrounds and experience.
- Excellent organizational and team leadership and coordination abilities.
- Ability to work cooperatively.
- Ability to motivate and inspire others.
- Resilience and a sense of humour.

Desirable:

- A degree in business administration, human resources, social studies or relevant field.
- Awareness of immigration and refugee issues.
- Group Facilitation/supervision skills
- Driving Licence