



Supporting refugees, asylum seekers & those with no recourse to public funds

## Voices in Exile

### **Job Description: Volunteer co-ordinator**

Job Title:	Volunteer co-ordinator
Responsible to:	Director; Projects & development manager
Status:	Part-time (0.8FTE) – job-share considered
Contract:	12 month fixed-term (with extension subject to funding)
Hours:	30 hours per week
Salary:	NJC scale point 13 (£22,627 pa pro rata)
Holiday entitlement:	25 days (plus pro-rated bank holidays) per annum pro rata, with 1 additional day per annum for every completed year of service up to a maximum of 5 additional days.

### **Background:**

Voices in Exile is a registered charity that works with refugees, asylum seekers and vulnerable migrants with no recourse to public funds in Sussex and Surrey. We offer both practical and legal support including generalist advice and specialist immigration casework for those who would otherwise be unable to access justice. As part of our holistic approach we also advocate for, accompany and enable people to access services, build community, and develop their own potential through a programme of learning and creative activities. Our vision is of a world where all people are treated with respect and dignity within a system that is fair and just. The post holder will form a key part of a small, committed and talented team working to develop Voices' services and activities at a critical point of growth for the organisation.

### **Job purpose:**

We rely heavily on volunteers to deliver our frontline services to migrants in and beyond the city, and the effective recruitment, management and support of our volunteers is an essential part of our work. The post holder will publicise and promote volunteering opportunities to individuals, community groups, professionals and other relevant agencies; develop, manage and deliver our volunteer recruitment, induction and training programme; identify and develop new volunteering opportunities in response to emerging need; and support and manage a team of around 40 committed volunteers working in different areas of the organisation.

The role will include managing our mentoring programme and matching volunteer mentors with service users who need additional one-to-one support; and also include working on addressing barriers to volunteering for service users and migrants and helping to develop the voice of those with lived experience at Voices in Exile. You will maintain and develop clear policies and procedures to ensure safe delivery of our volunteering activities, and help develop and implement effective evaluation and monitoring tools to demonstrate the difference volunteering and mentoring can make to the lives of the people we work with.

The post holder will need to be able to step immediately into a busy office and frontline advice environment with the necessary confidence, skills and knowledge to manage an effective volunteering programme with minimal supervision, working remotely initially but based in our premises in Kempton once Covid restrictions ease. We will consider job-sharing proposals for this post.

### **Relationships:**

The volunteer co-ordinator will report to the projects & development manager and the director and will work closely with staff across the organisation. The post will also involve developing relationships and networks with other relevant organisations within and beyond Brighton.

## **Key responsibilities:**

### **Recruitment:**

- Develop and manage the volunteer recruitment process, including advertising, application, interview, induction and training;
- Develop volunteer roles supporting different services and core functions, in response to organisational and emerging need;
- Proactively recruit volunteers with lived experience of migration or the UK immigration system, and help current and ex-service users to access volunteering opportunities both at Voices and elsewhere;
- Ensure that volunteer mentors are appropriately recruited and effectively matched with service users according to their needs and goals;
- Ensure that volunteers are recruited safely with DBS checks and references where needed;
- Develop relationships with relevant volunteer organisations, universities, legal firms, faith centres etc. to ensure that we can recruit volunteers with useful skills and experience from a diverse range of organisations and backgrounds.

### **Training**

- Develop and manage the volunteer training programme to ensure volunteers are equipped to deliver activities;
- Devise, deliver and/or coordinate training in all required areas for volunteers prior to and during their placements at Voices, in collaboration with other relevant staff and caseworkers;
- Identify and circulate relevant useful free training for Voices volunteers provided by other organisations;
- Maintain accurate training records ensure that all volunteers are fully trained for the tasks they might be asked to undertake;
- Work closely with the immigration casework manager to arrange for OISC-compliant training where appropriate.

### **Supervision and good practice:**

- Provide ongoing and effective support for all volunteers, including regular one-to-one feedback and group support sessions; and ensure that supervision is provided by other allocated staff where needed;
- Provide dedicated support for volunteer mentors working one-to-one with clients on an ongoing basis, ensuring that they provide regular mentoring progress reports and have the opportunity for regular debriefs;
- Ensure that any issues, concerns or complaints raised by volunteers are dealt with in an effective and timely manner, and that clear procedures are in place to deal with any difficulties or conflicts;
- Ensure that all volunteers are treated with respect and courtesy and that their contribution to Voices is acknowledged and valued;
- Organise occasional social events for volunteers (and staff).

### **Administration:**

- Manage all volunteering enquiries and applications and keep clear records of the enquiry and application process, interviews and outcomes;
- Ensure that references and DBS checks are followed up and clearly recorded;
- Ensure that a file is maintained for each volunteer including relevant checks, supervision notes etc.;
- Create and update role descriptions and relevant recruitment admin as needed;
- Ensure that GDPR is followed to ensure all volunteer records are kept confidentially and volunteers are fully trained in GDPR;
- Ensure that all relevant policies and procedures, including good practice guidelines, are updated and adhered to in line with relevant legislation and the Investors in Volunteers framework;
- Ensure that any health and safety or safeguarding incidents involving volunteers are reported in a timely fashion and dealt with appropriately and according to the relevant policies;

- Review and develop risk assessments for volunteers working in the building and undertaking specific tasks such as accompanying clients off-site to appointments – particularly but not only in relation to Covid safety;
- Work with the finance worker to manage petty cash for volunteer expenses and ensure that all spending is recorded;
- Create and maintain volunteer email addresses for volunteers as needed;
- Write job references for volunteers as needed.

**Monitoring and evaluation:**

- Lead and coordinate monitoring and evaluation activities run by volunteers, ensuring that there are effective systems in place to monitor the impact of our work with volunteers, including carrying out feedback surveys, focus groups etc. as needed and as required by funders;
- Collect data as needed from our database and elsewhere in order to measure the contribution of our volunteers to various areas of our work;

**Service user voice & involvement:**

- Work closely with migrant and ex-service user volunteers and potential volunteers to identify and address barriers to participating in the full range of volunteering opportunities and to fully developing their skills;
- Work closely with the group work facilitator and projects & development manager to develop a supported pathway for service users meaningfully to volunteer at Voices and elsewhere;
- Work closely with the projects & development manager, director and other relevant staff to develop volunteering roles that amplify and represent the voices of those with lived experience within Voices and to ensure meaningful input to project design and delivery and representation at every level of the organisation.

**Additional/interim responsibilities for duration of Covid-19:**

- Co-ordinate and manage volunteer food bank delivery drivers, working closely with food bank co-ordinator and generalist advice/destitution advice worker to ensure that weekly client contact lists are up to date and delivery routes practical and co-ordinated;
- Liaising with drivers as needed to check availability and debrief as needed;
- Recruit additional volunteer drivers as needed;
- Attend office as needed on delivery days (Fridays) to facilitate pick-ups.

**Other:**

- Attend and contribute to relevant meetings, events and trainings (internally and externally);
- Participate fully in individual supervision, training, reflective practice and appraisal;
- Work with colleagues to maintain and develop our holistic approach and commitment to human rights, community development, diversity and best practice in working with vulnerable migrants;
- Provide regular updates for staff and trustees on volunteer recruitment and achievements, as required;
- Carry out other related tasks as required.

Please address the relevant points in order. You may group together similar points if helpful. A = Application form; I = Interview. Please note that any, but not all, of the points marked I might be covered at interview.

Person Specification	Essential or Desirable	Assessment Method
<b>Experience</b>		
1. Minimum 1 year's experience of recruiting, managing or supervising volunteers in a community setting	E	A
2. Experience of designing and delivering training, workshops and activities for volunteers or people at risk or in crisis	D	A + I
3. Experience of developing service user voice and involvement within a voluntary sector organisation	D	A + I
4. Experience of working or volunteering within a framework and ethos of inclusion and diversity	E	A + I
5. Experience of working or volunteering within a framework of policies and procedures including confidentiality, safeguarding, lone working, GDPR etc.	E	A + I
6. Experience of working or volunteering in the voluntary or community sector	E	A + I
7. Experience of project management and reporting to funders	D	A + I
8. Experience of devising, implementing and monitoring personal development plans	D	A + I
9. Lived experience of migration or the UK immigration system	D	A + I
<b>Knowledge</b>		
10. Good general knowledge of issues faced by refugees and migrants	E	A + I
11. Good awareness of gender & LGBTQ+ issues and the intersection of these with other cultures and communities of identity	E	A + I
12. Good awareness of mental health and issues relating to trauma	D	A + I
13. Good up-to-date knowledge of relevant policies and standards relating to volunteering, safeguarding, confidentiality, boundaries, lone working, dealing with conflict, health and safety etc.	E	A + I
14. Good up-to-date knowledge of relevant local networks and organisations	D	A + I
15. Knowledge of and interest in developing service user involvement and migrant voice in co-production and in representation, both internally and externally	D	A + I
<b>Skills</b>		
16. Ability to step into pressurised office and frontline advice environment and manage and prioritise own work with minimal supervision	E	A + I
17. Ability to manage, motivate and support team of volunteers across different areas of service delivery and encourage high-quality and useful contributions to an organisation	E	A + I
18. Ability to negotiate and manage effective and constructive relationships with colleagues, trustees, funders, partner organisations and other stakeholders	E	A + I
19. Excellent organisational skills, attention to detail, ability to plan and organise own work and meet deadlines	E	A + I
20. Ability to build relationships and to inspire, motivate and support a wide range of people from a range of backgrounds	E	A + I

21. Ability to relate well and communicate clearly and respectfully with a diverse group of people, and to maintain confidentiality and professional boundaries	E	A + I
22. Ability to work as an effective team member	E	A + I
23. Ability to manage conflict sensitively and safely	E	A + I
24. High level of spoken and written English and the ability to monitor and report against project targets & communicate effectively with funders & stakeholders	E	A + I
25. Ability to keep clear financial records and to understand and work within given project budgets	E	A + I
26. Ability to work competently with Microsoft Office ICT packages	E	A + I
27. Ability to speak a community language	D	A
<b>Other</b>		
28. Commitment to working with migrant and refugee clients	E	A + I
29. Commitment to working in an inter-cultural, multi-faith environment	E	A + I
30. Commitment to Voices' aims, values and ethos	E	A + I
31. Commitment to maintaining client confidentiality and delivering a high quality professional service	E	A + I
32. Commitment to working flexibly, with some evening and weekend working as required to fit in with volunteer availability	E	A + I

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