



**BATH
WELCOMES
REFUGEES**

Volunteer Coordinator - Job Description

Reporting to the Operations Officer, the Volunteer Coordinator will be responsible for recruitment, overseeing induction, training as well as the day-to-day coordination and supervision of our volunteers. Flexibility is required when liaising with volunteers, Team Leaders and staff to enable BWR to efficiently deliver its aims.

Responsibilities

- ❖ Work with and provide support to the Operations Officer, Team Leaders, the Refugee and Asylum Seeker Support Coordinator and volunteers to ensure we provide appropriate resources to support our families and individuals to meet their individual specific needs.
- ❖ Recruit volunteers through various communication platforms, collecting relevant information relating to their skills and availabilities.
- ❖ Ensure references and DBS checks are carried out in a timely and effective manner and appropriate records are kept.
- ❖ Support volunteers through induction and training so that they may be deployed to roles appropriate to each individual.
- ❖ Ensure all volunteers are aware of relevant BWR policies, including data protection, health and safety requirements, Safeguarding of Adults and Children and Code of Conduct.
- ❖ Assess the suitability of volunteers in their allotted volunteer role, in conjunction with the Team Leader, prior to the end of their probationary period. Discuss and agree with the volunteer whether there is a need for additional training or support required for the volunteer to be successful in their role.
- ❖ Ensure volunteers feel valued and supported in their engagement with BWR, that they are engaged in a way that is compatible with the organisation's values and principles on volunteering as well as being kept up to date with BWR's principles organisational developments and news about activities.
- ❖ Coordinate the organisation and assist with the delivery of appropriate training for volunteers.
- ❖ Provide ongoing support and development for all volunteers on a day-to-day basis.
- ❖ Liaise with the Membership Secretary to ensure new volunteers' information is processed in a timely manner.
- ❖ Maintain and ensure that BWR's Case Management System is kept up to date with volunteer information.
- ❖ Liaise with the Communications team in relation to updating of the website and other digital communications in respect of volunteer activity.
- ❖ Provide information about the work of BWR to potential volunteers and promote volunteering in the wider community to identify potential volunteers.
- ❖ Liaise with other organisations, attending meetings and providing reports as required for monitoring purposes.
- ❖ Ensure the Operations Officer is kept aware of any issues and activities that may arise.
- ❖ Participate in regular staff or other meetings as may be required.

Ideally your experience, knowledge and skills will include

- ❖ Previous experience of working with volunteers in a charitable /not for profit organisation.
- ❖ Working independently, but also as part of a team, with the ability to prioritise and manage your own workload with minimal supervision taking a flexible and creative approach to the demands of the post.
- ❖ Good communication skills and listening skills to understand the team's requirements and ability to match a suitable volunteer.
- ❖ The ability to demonstrate sensitivity to other cultures, working with people from other backgrounds and demonstrate a commitment to equal opportunities.
- ❖ Understanding of the process of recruiting volunteers, including the difference between volunteer and staff recruitment.
- ❖ The ability to induct and train volunteers so that they can be effectively deployed within BWR's different teams.
- ❖ Having managed volunteers, monitored their satisfaction in the role and highlighted strength and weaknesses and identified actions to help improve their experience within the organisation.
- ❖ Working with Management Teams to support them in delivering the organisations objectives.
- ❖ Ability to manage conflicting priorities as they arise.
- ❖ Working with CRM databases, being computer literate with the ability use other computer packages.
- ❖ Understanding of various legislation and policies relevant to volunteers including Data Protection, Health and Safety requirements, Safeguarding of Adults and Children and Codes of Conduct.

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