

###### NNLS Destitute Asylum Seekers Drop In

Registered charity no 1177599

###### Drop in and Volunteer Coordinator

**Job Description**

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| **Job Title, salary and term** | Volunteer and Drop In Coordinator - 21 hours per week to be worked flexibly, £30,000-£32,000 pro rata. Fixed term one year contract with a 3 month probationary period. |
| **Location** | From home, with monthly attendance at Drop In |
| **Objectives** | To facilitate the smooth running of the Drop in and the recruitment, training, coordinating, supporting, supervising and retention of a diverse range of volunteers, and additionally to support the Trustees and Coordinating Committee |
| **Accountable to** | The Chair of Trustees, with operational reporting to the Chair of the Coordinating Committee or another member of that Committee |
| **Responsible for** | This post has no line management responsibilities |
| **Working relationships** | Volunteers, Clients, Trustees and external organisations |
| **Responsibilities** | **Facilitate the smooth running of Drop in sessions**   1. Helping to ensure that arrangements are in place for Drop in sessions 2. Ensuring that all teams are serviced and all necessary supplies obtained 3. In consultation with relevant volunteers, [identify, assess and control health and safety risks](http://www.ukworkforcehub.org.uk/images/pdf/e6.pdf)   **Promote effective volunteering**   1. Continue to [develop](http://www.ukworkforcehub.org.uk/images/pdf/a2.pdf) the [structures, systems and procedures to support effective volunteering](http://www.ukworkforcehub.org.uk/images/pdf/a3.pdf), including statistical monitoring. 2. Promote best practice volunteering to enable an effective and welcoming Drop in.   **Recruit and Induct Volunteers**   1. [Manage the recruitment, training and placement of volunteers](http://www.ukworkforcehub.org.uk/images/pdf/c1.pdf), including enquiries and applications. 2. Ensure the effective induction of all volunteers, including training and updating and preparing induction packs for all volunteers. 3. Review and maintain up to date records of volunteers both electronically (database) and in hard copy where required, in line with legislation and best practice.   **Manage and train volunteers**   1. Coordinate the activities of the volunteers in advance of each the Drop in, 2. Coordinate volunteers at the Drop in, supporting Team Leaders and ensuring that volunteers are allocated to appropriate roles. 3. [Support the development of volunteers’ knowledge, skills and competence](http://www.ukworkforcehub.org.uk/images/pdf/d3.pdf). 4. Ensure that volunteers are managed, supported and feel motivated. 5. Organise and deliver a relevant annual volunteer training plan and ensure volunteers are aware of key Drop in policies 6. Ensure effective communication with volunteers and enable volunteers to feel part of the organisation, including regular volunteer newsletters, updates and volunteer social media.   **Support for the Trustees and Committee**   1. Attend, minute and follow up on actions of Trustee and Co-ordinating Committee meetings 2. Address or refer enquiries received by NNLS Drop in. 3. Assist in preparing the Drop in Annual Report and provide information for funding applications and reports, as needed 4. Liaise where appropriate with other supportive charities and organisations.   **General**   1. Oversee the management of the Drop in inbox and enquiries received, including by phone 2. In consultation with relevant volunteers, ensure the Drop in website is kept up to date 3. Carry out all duties in full adherence to all organisational policies and procedures. 4. Carry out any other duties appropriate to the post as requested. |
| **Regularly attended meetings** | Monthly supervision  Monthly Drop in – one Sunday every month  Trustees’ meetings and Coordinating Committee meetings (total no more than 12 per year – held in the evening) |

###### Drop in and Volunteer Coordinator

**Person Specification**

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| **Criteria** | **Essential /**  **Desirable** |
| **Experience** | |
| Experience of working with volunteers | E |
| Experience of record keeping and maintaining administrative systems | E |
| Experience of developing recruitment, induction, supervision and support processes | D |
| Experience of developing and delivering training | D |
| Experience of working with a vulnerable client group | D |
| Experience of volunteer management or coordination | D |
| **Knowledge and Understanding** | |
| Knowledge and understanding of the immigration process and its effects on asylum seekers | D |
| Knowledge and understanding of confidentiality and data protection issues | D |
| Knowledge of child and vulnerable adult protection issues | D |
| Knowledge of the voluntary sector | D |
| **Skills and Abilities** | |
| Ability to communicate effectively both verbally and in writing and present information clearly, concisely, accurately and in ways that promote understanding | E |
| Ability to use a range of communication styles and techniques to maintain people’s interest and attention and keep people informed of plans and developments | E |
| Ability to prioritise and juggle multiple demands without losing focus or energy | E |
| Ability to keep accurate statistical and monitoring information | E |
| Ability to work on own initiative, with limited direction and to be self-servicing and maintain own administrative records | E |
| Good inter-personal skills and an ability to develop positive working relationships with a wide range of people and to work as part of a team | E |
| Ability to undertake work outside of contracted working hours | E |
| Ability to ensure that Equality and Diversity Policies and Anti Discriminatory Practice is implemented in all aspects of the work | E |
| Ability to liaise with a wide variety of religious, statutory and voluntary agencies | E |