



**BATH  
WELCOMES  
REFUGEES**

## **Volunteer Coordinator - Job Description**

Reporting to a designated member of the Management Committee, the Volunteer Coordinator will be responsible for the recruitment, induction, training and the day-to-day coordination of our volunteers. Flexibility is required when liaising with volunteers and team leaders to enable BWR to efficiently deliver its aims.

### **Responsibilities**

- ❖ Work with and provide support to Team Leaders.
- ❖ Recruit volunteers ensuring 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.
- ❖ Provide ongoing support and development for all volunteers on a day-to-day basis.
- ❖ Liaise with the Language Coordinator and volunteers to ensure we provide effective language tuition to our families and individuals to meet their individual specific needs.
- ❖ Liaise with the Membership Secretary to ensure membership applications are processed in a timely manner and the system is updated with all relevant information.
- ❖ Maintain and ensure that BWR's Case Management System is kept up to date.
- ❖ Provide assistance to team leaders and other volunteers as required in the use of the database.
- ❖ Liaise with IT Support in relation to the website and other digital communications.
- ❖ 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.
- ❖ Support the Trustees and members of the Management Committee as may be required from time to time.
- ❖ Ensure general enquiries are dealt with in a timely and effective manner.
- ❖ 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.
- ❖ Provide a weekly log of any issues and activities undertaken to the designated Management Committee Member.

### **Ideally your experience, knowledge and skills will include**

- ❖ Working independently 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.
- ❖ The ability to demonstrate sensitivity to other cultures, working with people from other backgrounds and demonstrate a commitment to equal opportunities.
- ❖ Having an 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 Trustees and Management Teams to support them in delivering the organisations objectives. Being able to manage conflicting priorities as they arise.
- ❖ Working with CRM databases, being computer literate with the ability use other computer packages.
- ❖ Having an 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.