

**Welsh Refugee Council**

**Job Description**

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| **Job title:** | Volunteer Officer |
| **Report to:** | Volunteer and Partnership Manager |
| **Salary** | £12,697per annum |
| **Location:** | This position is based in our Newport office, 66 Lower Dock Street, Newport, NP20 1EF. With some scope for working from home. |
| **Duration**  **Hours:** | 4 years fixed term contract  21 hours per week - part time post.  Our working days are Monday to Friday. Working hours are generally between 9:00 to 17:00 but some flexible working is possible. |
| **Benefits** | * 25 days leave pro rata, increasing by 1 day per annum to a maximum of 30 days * Up to 2 days paid volunteering leave * Up to 3 days paid carers leave * Up to 5 days paid study leave * 5% pension * Access to company paid counselling support. * Staff led Wellbeing Group; with activities such as fitness dancing, team building quiz events, yoga, and regular weekly Staff Room Chit Chats held virtually during Covid. |
| **We are the Welsh Refugee Council**  You will be joining us at an exciting time in our journey, helping us and the sector to support those who are forced to seek safety. With over 32 years’ experience, we are trusted by the communities we serve and are seen as the lead organisation in Wales for sanctuary seekers and refugees.  We are proud that during the Coronavirus pandemic we adapted our services and were able to grow our income significantly. None of our staff were furloughed and this is testament to the adaptability of our staff, the demand for our services and the inequalities that persist in society- that require amazing people to do something about it. | |

**Purpose of the Post**

The Gwent Helping End Homelessness Project (BOOST Building on Our Strengths Together) is a five year National Lottery funded project. The Wallich and a wider consortium of Third sector including Welsh Refugee Council and other well-established organisations will develop the value of lived experience for the benefit of those with lived experience - through a programme of peer mentoring, trauma informed care, training, and co-production to strengthen opportunities for employment and make homelessness rare, brief, and non-recurrent.

**Main Duties and Responsibilities**

* To induct, train and support at least 30 Asylum Seekers and Refugees into volunteering roles across Gwent
* Maintain efficient systems to manage volunteer enquiries, including acting as the first point of contact for all prospective volunteers.
* Work with the Volunteer and Partnership Manager Programme to design meaningful and rewarding roles for volunteers, advertising and supporting the Volunteer and Partnership Manager in selecting volunteers.
* Develop good working practices for volunteering including support, supervision, and recognition of volunteers, ensuring compliance with Welsh Refugee Council’s policies
* Ensure that all volunteers are supported, supervised, and valued, working with other teams.
* To create access to at least 10 paid Peer Mentor opportunities with partner organisations
* To ensure that at least 10 organisations sign up to taking Asylum Seekers and Refugees as volunteers
* To create referral pathways, working closely with the Welsh Refugee Council’s Welsh Sanctuary Service and Move on teams
* To liaise with the WRC ESOL tutors to help clients improve their English and also with Pear Tree Language school to provide private tuition where it is deemed to be appropriate and necessary.
* Develop effective monitoring and evaluation systems using Microsoft 365, Inform management system, etc
* Assist volunteers and the Volunteer and Partnership Manager with volunteering admin e.g. expenses claims
* Encourage volunteer engagement and celebrate volunteering; organise opportunities for volunteers to come together, share experiences and feedback on their experience; facilitating volunteer focus groups.
* Work with the Communications Team to communicate to all current and prospective volunteers through social media and regular newsletters.
* Work with potential corporate volunteering partners to achieve Welsh Refugee Council’s volunteering goals while also providing a positive volunteering experience for the partners.

**Person Specification**

When completing your application- please ensure you provide **examples** of how you meet the essential criteria listed below. You may also want to evidence or reference some of the desirable criteria.

Applicants that do not reference how they meet the essential criteria will not be invited to interview.

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| **Criteria** | **Essential** | **Desirable** |
| **Experience** | * Experience of networking and creating partnerships * Commitment to recognising the potential in all volunteers and understanding the importance of diversity in volunteering * Proven experience of developing and supporting a wide range of volunteering opportunities within the charity sector | * Experience of working with Sanctuary Seekers and Refugees. * Experience of managing and developing volunteers/volunteering roles within a charity * Experience of developing and delivering training session to small groups |
| **Knowledge** | * Good knowledge of Microsoft Office suite. * Demonstrable knowledge of volunteer management best practice * Knowledge and understanding of the asylum and resettlement process in the UK. Knowledge of issues affecting people seeking sanctuary and people with refugee status and of local refugee and asylum seeker provision in Wales | * Experience in using CRM databases, Canva and MailChimp |
| **Skills** | * Excellent standards of written and spoken English * Confidence to contribute to meetings and put forward creative ideas. * Excellent organisational and project management skills. * Ability to communicate in a clear and confident way. * Ability to work independently and collaborate effectively as part of a team | **Languages**   * Ability to speak a community language, and or/ Welsh. |
| **Personal Qualities** | * Ability to manage competing priorities, work with minimal supervision, and working flexibility to meet deadlines. * Ability to use your initiative to take forward ideas. |  |
| **Behaviors** | * Energy - to create innovative and original work * Confidence - to drive own work plan (supported by line manager) * Analytical - to draw out answers and provide a critical friend to improve practice * To attend supervision meetings, staff meetings and relevant training courses as required. * To fulfil all duties in line with Welsh Refugee Council’s policies (including Environmental, Safeguarding, Equality and Diversity and Health and Safety). * To carry out any other reasonable duties that are necessary for the smooth running of Welsh Refugee Council’s Volunteering Programme in line with the skills of the post holder.   Other   * Willingness to work flexible hours as required, on rare occasions evening and weekend working may be needed. | |

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