

## JOB DESCRIPTION

<b>Post of:</b> <b>Buddy Volunteer Coordinator</b> <b>part of the CIS Wellbeing Project</b>
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**Responsible To:** Wellbeing Coordinator

**Length of post:** 1 year minimum (subject to further funding availability)

**Salary:** £13,800 a year (pro rata of £23,000 a year)

**Place of work:** CIS office, Albany Centre, 44 Ashley Street, G3 6DS and from home by arrangement and as Scottish Government guidelines

**Hours of work:** 21 hours a week, Monday to Friday 8am to 6pm, with time off in lieu for occasional evening or weekend working

### **Purpose of the post**

The Volunteer Coordinator will be responsible for further developing our Buddy Programme for asylum seekers with support needs and involved with the Wellbeing Project. The coordinator will develop update policies and procedures and recruit, train and coordinate a network of volunteer buddies who will work with asylum seekers.

The post-holder will be part of a small team of staff and volunteers, all of whom are expected to contribute to the design and delivery of services to asylum seekers.

The Buddy befriending service will be available to asylum seekers who require support to attend medical, legal and other appointments, access foodbanks and additional services, overcome social isolation and become involved in activities in their communities where appropriate.

## **Buddy Volunteer Coordinator**

### **Key Responsibilities**

1. Develop and keep up-to-date the policies and procedures needed to underpin a professional befriending service
2. Recruit, develop, coordinate and support a bank of volunteer buddies to match to asylum seekers according to needs, geographical area etc

3. Provide training, support & supervision to the volunteer buddies, particularly in identifying risk and vulnerability of individuals, who can then be referred for more focussed support to the Asylum Advice Worker or to partner organisations
4. Organise and chair regular meetings with the CIS teams (staff and volunteers) to monitor progress and respond to patterns of need within client group
5. Carry out risk assessment on the role expected of buddies in relation to individual asylum seekers in terms of vulnerability, mental health and wellbeing
6. Support volunteer buddies to assist asylum seekers to undertake activity to gather evidence for a fresh asylum claim, attend appointments and resolve issues
7. Support volunteer buddies to attend medical appointments with asylum seekers, who are struggling to access specialist medical care
8. Organise outreach events across Glasgow to raise asylum seekers' awareness of their rights when refused, and signpost them to destitution support services
9. Support volunteer buddies to meet with charitable, third sector and statutory services to raise awareness of the barriers that destitute asylum seekers face and to ask them to consider shaping their services to meet these needs e.g. mobile foodbanks and free food events to reach geographically isolated asylum seekers, provision of travel expenses for all destitute asylum seekers etc.
10. Support regular meetings and journal keeping with volunteer buddies, to aid recording of on the ground issues which can contribute to research, policy and the direction of the Buddy service as a whole.
11. Support volunteer buddies to work together in undertaking home visits and proactive communication (unique to W-ASH Project) with client group
12. Promote opportunities for volunteer buddies to support asylum seekers to access activities, increase connections and overcome isolation
13. Provide sessions and events which focus on promoting health and wellbeing of destitute asylum seekers
14. Liaise with key staff team members to ensure holistic support and good communication
15. Record keeping, monitoring, evaluation and report writing including develop reports with testimony from asylum seekers on why they have difficulty accessing services (e.g. mental health support).

16. Undertake any other task as may occasionally be required
17. Maintain confidentiality at all times
18. Support ethos, aims & objectives of Community InfoSource at all times

## **Person specification**

### **Buddy Volunteer Coordinator**

#### **Essential**

1. Good spoken and written English language skills
2. Ability to promote volunteer participation and to work with and support volunteers
3. Commitment to ensure effective administration and a well-organised, functioning and safe environment for volunteers
4. An ability to use standard computer packages
5. An ability to organise, establish and maintain policies, procedures and systems for the project
6. Commitment to working collaboratively and positively with W-ASH Planning Groups and relevant agencies
7. An ability to evaluate & monitor projects and to liaise with grant funders
8. The ability to work independently and use own initiative to achieve objectives, consulting with relevant members as appropriate
9. Experience in working in cross cultural settings and with refugee and asylum issues
10. Committed to maintain confidentiality throughout.

#### **Desirable**

1. Lived experience of the UK asylum system
2. Experience of working in an office and cooperating with others
3. Project development experience
4. An understanding of the voluntary sector in the UK

*To be reviewed 3 months after post starts*

*August 2021*

*This post is subject to a six month probationary period*

*Funded by Scottish Government's New Scots Refugee Integration Delivery Project*