

Bikes for Refugees (Scotland) SCIO

Volunteer Co-ordinator - Job Description & Person Specification.

Background

Our mission is simple: to support the resettlement and social inclusion of New Scots (refugees/asylum seekers) via bikes and cycling! We are a community of volunteers; New Scots; partner agencies; people who are passionate about cycling, active/sustainable travel, and the human rights of refugees. We work closely with a wide range of community partners and organisations across statutory, private and commercial sectors.

We collect donations of second-hand bikes, fix them together at our Glasgow and Edinburgh community hubs (workshop/s), and gift them to New Scots. Since 2016 we have supported over 1,500 New Scots to-date via the gift of bikes and cycling.

We are a small staff team, and volunteers are at the heart of our organisation and activities. Volunteers can be found in every aspect of our project planning and delivery, ranging from bike mechanics, fundraisers, trustees and more. Our founder/CEO was a volunteer for the organisation for over four years. This is a new role, and as we go through a period of growth to address increased demand for our services we look to strengthen our volunteering practices across the charity. This means that in this role there is much scope to develop new volunteer activities.

What it is like to work here

Bikes for Refugees (Scotland) is a fun, interesting and supportive place for you to grow and professionally develop in the charity and voluntary sector. As a centrally operating post working across the charity, you will report to the CEO and board of trustees. You will have a high level of autonomy as you bring your expertise in volunteer co-ordination, support and development to our specialised team. You will also be a member of a new Senior Management Team (SMT) that includes our CEO and Project Manager (Hubs).

Bikes for Refugees (Scotland) is committed to equality, diversity and inclusion in all areas of our work. Our Equality, Diversity and Inclusion Policy underpins all other policies and procedures and is designed to promote equality of opportunity, equity of access, and protection for our staff, trustees, people who use our services and volunteers. The postholder will be expected to ensure the implementation of this and other policies across all aspects of the charities volunteering practices linking diversity and inclusion management to national quality standards and benchmarks such as Investing in Volunteers (IiV) and the Scottish Governments national outcomes framework for volunteering.

We particularly encourage applications from women, disabled, and Black, Asian and Minority Ethnic (BAME) candidates, and those who have personal experience of being a refugee/asylum seeker. Bikes for Refugees (Scotland) is a Living Wage accredited employer.

Job Description

If you are passionate about volunteering, co-production, and the human rights of disadvantaged groups then this could be the job for you. An interest in cycling and active/sustainable travel would be a bonus.

You will be a dynamic and effective team member with excellent communication and time management skills with a commitment to delivering a high-quality service in line with our charitable aims and values, and our commitment to support New Scots.

The person taking up this post will be at the forefront of our strategy to engage and support volunteers across our service. This position is required to support volunteering development and co-ordination across the charity and will manage all elements of volunteering for Bikes for Refugees (Scotland). The Volunteer Co-ordinator role is essential in developing a strong volunteering offer within our services and across our activities. Volunteers are an invaluable and integral part of our team, they are a vital support to staff as well as enhancing our service offer and delivery by contributing a variety of different skills, knowledge and experiences.

You will be working in close collaboration with the management team, staff and service users to identify how volunteers can support staff, ensuring that volunteers and volunteering bring value to our service.

The role involves assessing and meeting the organisation's needs through the recruitment, placement, training, support and retention of a diverse range of volunteers across our community hubs and central activities. You will be responsible for ensuring their placements promote personal growth and development. This will be achieved through training and identifying learning opportunities for our volunteers.

A key part of the role will be strengthening the involvement and support of those with lived experience i.e. New Scots, as volunteers in the co-production and co-delivery of our service and activities across the organisation. This will require particular skills and experience in supporting volunteers with additional support needs- many of the New Scots that we support as volunteers have lived through difficult and challenging experiences (e.g. refugees are five times more likely to have mental health needs than the general population).

The Volunteer Co-ordinator will build upon and strengthen our volunteering practices across the charity. This will include the development of a new volunteering strategy and associated guidance, systems, procedures and processes as required. The postholder will be expected to apply good practice and quality standards in volunteering co-ordination and development and will be expected to have professional experience in supporting volunteers in a similar role.

This new post and the associated volunteering co-ordination and development project support funds are funded jointly by *The CORRA Foundation Shift the Power Scotland Comic Relief fund* and by *Impact Funding Partners Volunteering Support Fund 2021-24*.

A key part of the Volunteer Co-ordinator role will be working to targets set-out by funders, such as those relating to volunteer recruitment, alongside project objectives and the delivery of our volunteer strategy. This will include ongoing project monitoring, evaluation and reporting. The post holder will be expected to manage the project budget and provide regular financial reports to the CEO and charity Treasurer.

The post holder will be expected to maintain a good working knowledge of Bikes for Refugees (Scotland) programmes, policies and procedures, and maintain good working relationships with staff and a variety of external stakeholders and partners.

Duties and Responsibilities

As a Volunteer Co-ordinator your work will involve:

- Developing and implementing our volunteer strategy in line with Investing in Volunteers Framework.
- Keeping up to date with legislation and policies related to volunteering and making any necessary modifications to our policies, procedures, guidance to accommodate changes.
- The development of volunteer specific policies and procedures; volunteer role descriptions; a recruitment procedure to ensure that the right volunteers are matched to the right roles.
- Creating, establishing and generating volunteering opportunities based on the needs of the services and organisation.
- Working closely with project staff and others to assess their volunteering requirements and to organise volunteering placements and rotas.
- Working to promote equality, diversity and inclusion in volunteering and in line with Bikes for Refugees (Scotland) Equality, Diversity and Inclusion Policy.
- Working to promote volunteering both internally and externally through recruitment and publicity strategies and campaigns.
- Interviewing and recruiting volunteers and ensuring they are appropriately matched for individual roles including an induction procedure to ensure that volunteers are cognisant of their role responsibilities, who their line manager is; health and safety etc.
- Provide appropriate induction sessions, support and training for volunteers through regular informal contact and more structured reviews to monitor, support, motivate and accredit volunteers and their work, as well as debrief interviews for departing volunteers.
- Provide opportunities to vary the volunteer role and/or tasks in order to sustain continued interest in the position and maximize the volunteering experience.
- Carrying out pre-volunteering checks including references and disclosure checks as required.
- Ensure risk assessments are up to date and monitored for all roles.
- Working to volunteer recruitment targets as required by match funders Impact Funding Partners that includes (minimum) 36 new volunteers, 23 of which will be refugees/asylum seekers.
- Strengthen the involvement and support of those with lived experience i.e. refugees and asylum seekers as volunteers in the co-production and co-delivery of our service and activities across the organisation.
- Regular liaison and review meetings with all colleagues to keep up to date with activities and events that require volunteer support, and to discuss progress and suitability of volunteer placements.
- Ensuring that volunteers feel valued, including recognising the value of volunteering by nominating volunteers for awards and organising volunteering celebration events.
- Creating clear and effective communication pathways for volunteers, including maintaining regular contact with the volunteer group by telephone, WhatsApp, email or face-to face meetings representing the charity as required.
- Arranging profile-raising events or attendance at events to raise awareness of Bikes for Refugees (Scotland) and attract and recruit new volunteers.
- To work with local volunteer organisations, businesses, groups and educational institutions to promote volunteering.
- Be responsible for developing and updating databases and providing management information including financial management and monitoring of the volunteering project budget working with CEO and Treasurer on budgetary control.
- Implement robust evaluation methods for monitoring, measuring and reporting volunteering impact, benefits and outcomes.

- Keep proper records of project activities, developments and expenditure to comply with all monitoring, evaluation and reporting arrangements that funders The CORRA Foundation and Impact Funding Partners require in line with Conditions of Grants.
- Supporting the development of applications for funding relating to volunteering
- Travel to Bikes for Refugees (Scotland) Hubs as required.
- Implementation of Bikes for Refugees (Scotland) Policies and Procedures across the organisation and it's hubs .
- Partnership working and building effective alliances including representing and promoting the values and work of Bikes for Refugees (Scotland).
- Being a champion and advocate for refugees and asylum seekers and their issues, needs and human rights
- Attending project meetings and providing reports to the CEO and Board of Directors/Trustees
- Work with board/trustees, staff in supporting the development of Bikes for Refugees (Scotland).
- Any other tasks and activities as reasonably required to fulfil the needs of the organisation.

Please pay particular attention to the person specification and essential requirements. Applicants will require to meet these requirements to be considered for shortlisting and interview.

Requirements E- Essential D- Desirable

Essential	Desirable
<u>Training & Qualifications</u>	Educated to Degree level
<u>Experience</u> <ul style="list-style-type: none"> Professional experience of co-ordinating and supporting volunteers in a similar role Experience of working in the third sector and of volunteers Project management including monitoring, evaluation and reporting 	<ul style="list-style-type: none"> Previous personal experience of volunteering Experience of working with service staff to identify potential new opportunities for volunteering proposals Experience developing and delivering volunteer inductions, training Development of volunteer specific policies, procedures, volunteer role descriptions, recruitment procedures Financial management of projects including budgets, budgetary control, grant reporting Risk assessment and management
<u>Knowledge & Skills</u> <ul style="list-style-type: none"> Familiarity with Investing in Volunteers Framework Ability to identify and apply good practice and quality standards Excellent English language skills (both written and oral) Ability to organise, plan and prioritise own workload to meet deadlines and targets Experience of managing external stakeholders and a demonstrated ability to cultivate and maintain good working relationships Flexible, self-starter with excellent communication skills High level of planning and organisational skills with exceptional attention to detail and a thorough and systematic approach to diagnosing and solving problems IT and Microsoft Office Applications, and able to utilise social media 	<ul style="list-style-type: none"> Facilitating groups Event management Good eye for presentation of written materials Awareness of relevant policies and legislation in working with the public and volunteers. e.g. Data Protection Act, Protection of Vulnerable Groups Knowledge of the refugee sector in the UK, and of the challenges and issues that face refugees and asylum seekers Knowledge of bike fixing/mechanics, community fundraising Additional language skills (Arabic, Farsi, Turkish, Tigrigna French or Amharic) will be considered beneficial Driving Licence
<u>Personal</u> <ul style="list-style-type: none"> Excellent team worker and inter-personal relationships Ability to listen and understand the needs of others and to inspire stakeholders An ability to conduct all duties in a manner that is non-judgmental and respects differences Flexible working to accommodate volunteers out of normal office hours and needs of charity Friendly, supportive and outgoing personality Passion and enthusiasm for making a difference to the lives of refugees 	<ul style="list-style-type: none"> An interest in cycling and bikes, active and sustainable travel Able to adapt to change and be flexible in the work place