



JOB DESCRIPTION

Position of:	ASH Volunteer Coordinator and Caseworker
Responsible to:	W-ASH Project Coordinator
Hours of work:	28 hours a week
Length of contract:	12 months, pending further funding
Salary:	£18,400 (£23,000 pro rata 28 hours)

Purpose of the post: To plan, organise and coordinate all Asylum Seeker Housing project (ASH) volunteering recruitment, opportunities, activities and training; to manage and support ASH volunteers; to take forward casework and representation for asylum seekers requiring help with housing and other related issues; to signpost asylum seekers to other services in CIS and other organisations as required; to contribute to ideas and activities for campaigning for asylum seekers; to coordinate the data collection and reporting for the ASH project and contribute to reports to funders about the Project; and to liaise with, service and report to the ASH Planning Group as required.

Base: Hybrid working: CIS Office, Albany Centre, 44 Ashley Street Glasgow G3 6DS and home working

Main Tasks for the ASH project:

1. Coordination and development of all volunteering activity
2. Ensuring best practice is adopted in planning for volunteer involvement, recruitment, support and supervision and training and development
3. Developing volunteering opportunities with role descriptions to support the Project, its development and build volunteer employability skills
4. Contributing to ensuring best practice in structures and methods of working with volunteers including planning the work required to maintain the Volunteer Friendly Award and ensuring all participants adhere to key CIS policies including Equality and Diversity policy, Safeguarding policy and Health and Safety Policy.
5. Developing methods of recognising and celebrating volunteer involvement
6. Managing the monitoring of the ASH phone and email address to pick up and deal with housing related casework, including reporting housing issues to Migrant Help,
7. Following through on cases and signposting asylum seekers to other support services in CIS (including escalating cases to the Specialist Caseworker, referrals to Wellbeing and Challenging Violence Against Women support services) as well as referrals to other organisations, as needed in each case
8. Supporting volunteers to feed-in the housing issues for asylum seekers they are supporting, to contribute to project planning and delivery
9. Ensuring that the expenses involved in the project can be properly accounted for
10. Coordinating the data collection and entry for the ASH project and providing data and input to reports to funders.
11. Enabling volunteers and others with lived experience to input to gathering information and feeding it into campaigns and consultations, and for reports to grant funders
12. Reporting to the ASH Planning Group as required

13. Developing and sustaining effective networks and joint work to achieve CIS and ASH objectives.

Office

1. Attending supervision and support meetings as agreed with the W-ASH Project Coordinator
2. Raising any issues of concern with the W-ASH Project Coordinator and staff team
3. Contributing to Health & Safety Policy adherence
4. Maintaining respect for equality and anti-discriminatory practices and safeguarding.

Other

1. Attending training as appropriate and feasible
2. Undertaking any other task as may occasionally be required
3. Supporting the ethos and aims and objectives of Community InfoSource at all times

Person specification

Essential

1. Good spoken and written English language skills
2. Experience of working with a group of volunteers encouraging their participation and willingness to develop their skills and abilities
3. Commitment to ensure effective administration and a well-organised and functioning office environment
4. Experience of working in an office and collaboration with others
5. An ability to use standard computer packages
6. Commitment to working collaboratively and positively with W-ASH Planning Groups and relevant agencies
7. The ability to work independently and use initiative to achieve objectives, consulting with relevant members as appropriate
8. Experience in working in cross cultural settings and in refugee and asylum issues
9. Committed to maintain confidentiality throughout.
10. Commitment to an equalities, human rights, inclusive and person centred approach.

Desirable

1. Lived experience of the asylum and immigration system.
2. Experience of maintaining casework records and data tracking systems
3. Experience of evaluating and monitoring projects and liaising with grant funders
4. Project development experience
5. Event planning experience
6. Financial experience
7. An understanding of the voluntary sector in the UK

January 2022

To be reviewed 3 months after post starts

Post funded by Postcode Lottery Fund, Agnes Hunter Trust and New Scots Refugee Integration Fund and hosted by Community InfoSource in partnership with Scottish Asylum Seeker Residents' Assoc.