

JOB DESCRIPTION & PERSON SPECIFICATION

Post of: **CIS Volunteer & Befriending Coordinator**

Responsible to: Wellbeing Coordinator

Length of post: 1 year initially (January 2024 to Dec 2024) with further extension subject to funding

Hours per week: 35 hours per week

Salary: £25,150

Place of work: CIS office, Albany Centre, 44 Ashley Street, Glasgow G3 6DS and from home by arrangement with line manager

Days of work: Flexible over Monday to Friday, 8am to 6pm. Occasional out-of-hours working as required

Annual leave: 25 days plus 15 days public holidays

Pension Contribution: 5% from employer

Cycle to Work: Cycle Loan scheme

Aim of the post:

The CIS Volunteer and Befriending Coordinator post will build a volunteer programme for our whole organisation whilst further developing our Befriending Programme for socially isolated people in the refugee and asylum community. The coordinator will develop and update policies, then recruit, train, coordinate and support a network of volunteers in order to provide a meaningful experience for our volunteers and bring genuine value to our organisation.

JOB DESCRIPTION

Main Tasks:

Working closely with the Wellbeing Coordinator and Project Coordinators

- Review and streamline our volunteer policies and procedures to ensure they are unified and fit for purpose.
- Work across projects to generate volunteering opportunities based on the needs of our organisation.
- Recruit, develop, coordinate and support a bank of volunteer befrienders to match those befriendees referred to us, according to needs, geographical area, interests, etc
- Provide CIS centred training, support, and supervision to the volunteers, particularly in befriending skills, safeguarding, and confidentiality so that individuals can be referred for more focused support to the specialist caseworkers.
- Provide personal development encouragement to volunteers as appropriate
- Raise staff awareness of the role and the function of volunteers by building relationships with key personnel internally to understand how they work, develop partnerships and assess service needs
- Build relationships with external organisations from which you recruit volunteers and from where people are referred to CIS services.
- Monitor and evaluate activities, produce presentations and reports where necessary
- Find ways to celebrate volunteering e.g. creating informative newsletters and organising celebration events
- Offer advice and information to volunteers and stakeholders through face-to-face, telephone, digital and email contact
- Undertake any other task as may occasionally be required.
- Uphold ethos, aims and objectives of Community Info Source at all times.

PERSON SPECIFICATION

Essential

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

Desirable

- Lived experience of the UK asylum system
- Knowledge of a language/s spoken by refugees and people seeking asylum in Scotland
- Experience of working in an office and cooperating with others
- Project development experience
- An understanding of the voluntary sector in the UK
- Knowledge of the Disclosure / PVG system in Scotland

This post is initially a one-year contract with an extension subject to successful fundraising

Job Description to be reviewed in 6 months

Grants from the Glasgow Communities Fund and The Henry Smith Foundation will fund this work