



Job Description

Role Title: Volunteer & Activities Coordinator

Who we are:

Shropshire Supports Refugees is a charitable organisation dedicated to providing assistance and support to refugees and marginalised migrants who have recently come to live in Shropshire. Our mission is to create a welcoming and inclusive community by offering practical help, resources and emotional support to those in need. With a team of over 60 dedicated volunteers, we are committed to making a positive impact on the lives of those we serve.

Location: 3-5 Mardol Gardens, Shrewsbury SY1 1PR plus off site locations around the county

Hours: 37.5 hours per week including some weekend and evening work

Salary: £28,470

Reports to: Operations Manager

Main Duties:

As the Volunteer Coordinator, you will play a crucial role in the effective management and coordination of our volunteer team. You will be responsible for recruiting, training, and supporting volunteers to ensure the smooth delivery of our services. This position requires flexibility, as some evening and weekend work may be necessary to accommodate the availability of volunteers.

Key Responsibilities:

1. Volunteer Recruitment and Onboarding:

- Develop and implement strategies to recruit new volunteers.
- Conduct volunteer interviews, orientations, and training sessions.
- Maintain accurate records of volunteer information and skills.

2. Volunteer Coordination:

- Match volunteers with appropriate roles based on their skills and interests across multiple sites.
- Coordinate volunteer schedules to meet the organisation's needs.
- Provide ongoing support and supervision to volunteers.
- Respond to last minute requests according to the needs of the charity.

3. Communication and Relationship building.

- Foster positive relationships with volunteers, staff and partner organisations.
- Regularly communicate with volunteers to provide updates, feedback and recognition.

- Organise regular volunteer meetings and events.
- Produce and circulate monthly volunteer newsletters.

4. Training and Development:

- Identify training needs and opportunities for volunteers.
- Facilitate training sessions or bring in external trainers as needed.
- Encourage continuous learning and development among the volunteer team.
- Be willing to train to a high level of safeguarding awareness with the view for delivering training to volunteers.

5. Reporting and Evaluation

- Maintain accurate records of volunteer hours and activities.
- Provide regular reports to the management team on volunteer engagement and impact.
- Conduct evaluations and feedback sessions with volunteers to improve processes.

Activities Coordination:

As activities coordinator you will be responsible for facilitating our own activities as well as promoting other activities to our service users. This will include organising activities that are tailored to the needs of individuals, and group activities to bring people together.

- Develop, curate and attend a range of activities across Shropshire in line with needs of the service users
- Focus on existing activities, populating them, and allocating volunteers to support
- Raise our profile and develop relationships with the established events and organisers across Shropshire.
- Foster trusted and warm relationships with our service users by attending as many of the activities that are arranged as possible.
- Develop new projects on a small budget which focus on inclusivity of refugees and migrants
- Widening engagement through outreach with other community groups.
- Maximise integration opportunities in the community
- Monitor and report on outcomes and impact of activity.
- Perform due diligence in line with company policy including producing risk assessments, media consent forms and registers
- Develop and lead on events celebrating Refugee Week
- To be aware of and maintain best practice in safeguarding.
- To commit to continuous professional development and keep up to date with best practise in the sector.
- To work as an accountable member of the staff team, working within the charity's policies and procedures

- It is the nature of the work at SSR that tasks and responsibilities are in many circumstances unpredictable and varied. All staff are therefore expected to work in a flexible way, when the occasion arises, when tasks not specifically covered in their job have to be undertaken.

6. Qualifications and Skills:

- Strong organisational and communication skills
- Time management skills
- Previous experience in volunteer management and events or a closely related field preferred.
- Positive, friendly and reassuring attitude with a solution focussed approach.
- Able to refocus priorities at short notice.
- Ability to respond to regular changes within the sector.
- Ability to work independently and collaboratively.
- Understanding and empathy for the needs of refugees and marginalised migrants.
- Flexibility to work evenings and weekends as required.
- Commitment to the mission and values of Shropshire Supports Refugees.
- Beneficial if you can drive a minibus
- The ability to produce posters and market the events in order to maximise attendance

How to Apply

Interested candidates should submit a resume and cover letter outlining their relevant experience and explaining their motivation to contribute to the mission of Shropshire Supports Refugees.

Applications should be sent to amanda.jones@shropshiresupportsrefugees.co.uk

This role profile is not exhaustive, it will be subject to periodic review and may be amended to meet the changing needs of the business. The post holder will be expected to participate in this process, and we would aim to reach agreement to the changes.