

## **Volunteer Coordinator**

### **Job Description**

**Reports to:** Director

**Hours:** 0.5 FTE / 17.5 hours

**Salary:** SJC scale, points 23-26 (currently £23,249-£25,472 pro rata)

Fixed term contract for 12 months, with the possibility of extension subject to funding.

Deadline for applications is 5pm on Monday 9 March 2020

Interviews will be held on Thursday 19 March 2020

Scottish Detainee Visitors supports people detained by the immigration service at Dungavel and on release, and influences policy on detention. We have a small team of just three part time staff, who are assisted in their work by a team of 25 to 30 volunteers. We are looking for a creative, flexible person to join us as our new Volunteer Coordinator.

The Volunteer Coordinator is responsible for supporting, recruiting and developing opportunities for Scottish Detainee Visitors' volunteers, in particular SDV's team of volunteer visitors and volunteers working with the Life After Detention group. The Volunteer Coordinator will report to the Director.

### **Main areas of responsibility**

#### **Volunteers**

- Promote and advertise volunteer opportunities in line with current policy;
- Coordinate volunteer visitor recruitment and induction days as required (usually two or three times a year) time and carry out individual probationary meetings with new volunteers.
- Organise visit rotas and support volunteer visitors to organise twice-weekly visits to people in Dungavel
- Regularly review the content of the recruitment and induction day
- Ensure volunteers have access to ongoing training;
- Support volunteers through regular contact and group support
- Address any issues or concerns about volunteer performance collaboratively and in line with agreed protocols.
- Assess the need for new volunteering roles to support people in detention or on release.

#### **Team work**

- Contribute to the Director's reports to SDV's Board of Trustees.
- Work effectively both independently and as part of a small team

#### **External Relationships**

- Promote SDV's services within Dungavel Immigration Removal Centre;

- Run morning drop-in sessions for people in Dungavel at least once a month
- Provide information to contribute to maintaining working relationships with Dungavel management;
- Raise the concerns of volunteer visitors and people in detention with the Director to support liaison with Dungavel management;
- Contribute to work in partnership with the Association of Visitors to Immigration Detainees (AVID) and others to obtain and disseminate information regarding detention practice;
- Liaise with partner organisations, such as Scottish Refugee Council, Detention Forum, Right to Remain, as and when appropriate;

**Admin**

- Contribute to updating website and social media;
- Maintain organisational records;
- Compile visit rotas;
- Contribute to evaluations;

**Other**

- Stay up to date with current asylum and immigration issues;
- Additional tasks as agreed with Director and Board of Trustees.

SDV has a small staff team and the Volunteer Coordinator is required to be flexible and to undertake such duties and responsibilities appropriate to this post, not specifically mentioned in this Job Description, as allocated by SDV's Board of Trustees and the Director.

This job description can be changed at any time according to the needs of the organisation.

**Person Specification**

In order to be considered for interview, candidates should indicate how they fulfil some or all of the criteria below. Please include specific examples, either from voluntary or paid work or from personal experience.

**Essential**

- Commitment to the aims and objectives of Scottish Detainee Visitors;
- Experience of volunteer recruitment, selection, training and support;
- Good organisational skills and the ability to work independently;
- Ability to work to deadlines;
- Personal or work experience of supporting vulnerable people;
- Ability to communicate clearly both verbally and in writing with a variety of individuals and organisations;
- Good problem solving skills;
- Ability to maintain clear and concise records;

- Comprehensive computer literacy and numeracy skills with experience of Microsoft Office word processing, spreadsheet and database programmes, internet and social media;
- Ability to deal with sensitive and confidential information and to maintain strict confidentiality in line with GDPR and other relevant data protection legislation;
- Commitment to and ability to implement equal opportunities policy across all aspects of the role;
- Ability to work flexibly (including some evening and weekend work).

### **Desirable**

- Previous experience or knowledge of the immigration and asylum sector;
- Experience of monitoring and evaluation;
- Experience, or basic understanding of, Wordpress and website management;
- Driving license and access to a car.

## **SDV charitable objectives and values**

All employees of SDV are expected to work within the objectives and values of the organisation.

### **SDV's charitable objectives are defined in our SCIO Constitution as being**

- To relieve the conditions of stress and isolation of asylum seekers and refugees in Scotland who are or have been in immigration detention;
- To improve the health and wellbeing of people in Scotland who are or have been in immigration detention
- To raise awareness around the issues of detention and advocate for change in order to further our other charitable objectives

### **The Constitution goes on to list the following activities to be undertaken to achieve these objectives:**

- Service provision: We provide regular visiting services to people detained under immigration powers in Scotland and support people who have been released from immigration detention
- Volunteer support: We provide support and regular training to ensure we have confident and competent volunteers
- Awareness raising: We work independently and with partners to raise awareness of issues around detention

### **SDV Values**

Although not legally defined, it is essential that SDV staff are aware of and adhere to the values of the charity. These are:

- Advocacy: we seek out opportunities to communicate the experience of people in immigration detention and people building a life after detention, and consequently the

need for just and humane policies in relation to immigration processes and specifically, the abolition of detention.

- Confidentiality: we will not share personal identifiable information about people in detention outwith SDV or unless given permission to do so.
- Diversity: we benefit from actively seeking diversity amongst staff and those with voluntary roles including trustees.
- Integrity: we aim to act with honesty and transparency.
- Respect: we relate to each other, the detainees with whom we have contact and the staff at Dungavel, with respect.
- Safety: we work to ensure the emotional and physical safety of volunteers and staff.
- Support: staff and volunteers are supported in fulfilling tasks and roles.
- The power of listening and bearing witness: listening to people's stories of immigration detention enables us to offer respectful recognition and acknowledgement of those experiences and the unique meaning it has to each person.
- The power of voluntary action: the time given generously by volunteers is central to our work.