 **Bristol Hospitality Network**

**Job Description: Volunteer Co-ordinator**

**Salary**: Starting at £24,100, pro rata  
  
**Hours of Work**: 22.5 hours pw

**Place of Work**: Easton Family Centre, BS5 0SQ

**Responsible to**: Director

**Responsible for**: All BHN Volunteers

**Purpose of job**: To coordinate and support BHN’s volunteers, including for the Welcome Centre and the services we provide there, at events, and other areas as identified.

**Contract:**

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| **Context for this post** BHN has 1 full time and 6 part time members of staff, who between them co-ordinate the Welcome Centre drop-in on Mondays. Up to 150 people attend the drop-in each week.  The services we provide there include English classes and conversation, friendship, games, sewing, advice, a barber, breakfast, and a hot lunch cooked and served by our service users.  All of these services are provided or supported by our 40 volunteers, who bring lived experience, warmth, specialist skills, an open heart and mind, and dedication to providing welcome to all people seeking protection in the UK.  Volunteers, many of whom are people seeking asylum, also provide interpreting, reception desk, setting up and tidying up, and volunteering with our Social Enterprise, ‘Moveable Feast’ catering, and at public events.   The post holder will liaise with staff colleagues to provide induction and internal training on confidentiality, boundaries, health and safety, and BHN services and policies. They will also work with colleagues to arrange external training as required (eg Food Hygiene for kitchen volunteers). We prioritise our service users for appropriate volunteering opportunities. Due to the asylum system, our service users’ lives are often transitory and unpredictable, so the post holder will be able to respond to change, understand the stresses in our service users’ lives, and work effectively with people whose first language is other than English. |

**Main tasks**

**Volunteer recruitment, induction, co-ordination and support**Identify gaps in volunteer roles and recruit appropriate volunteers to those roles:   
Promote volunteering opportunities through social media, newsletters, partnerships and networks.

Maintain up to date volunteer role descriptions  
Respond to volunteer enquiries and applications, including processing and storing application forms, obtaining references and DBS checks if required.  
Ensure that all volunteers have read the Volunteer Handbook, and keep this up to date  
Ensure that all volunteers have understood and signed the confidentiality and Volunteer Agreement  
Organise induction and training for all new volunteers across BHN.

Maintain and update our volunteer database and monitoring systems (using Lamplight database).

Provide ongoing task allocation and supervision for volunteers in the welcome centre  
Be the first point of contact for volunteers regarding ideas, concerns, or observations

Conduct volunteer briefings and debriefs on Mondays  
Write references/letters of support for volunteers  
Complete exit interviews for volunteers who leave BHN, to gather feedback on their experience  
Work with the Finance Officer to ensure expenses are paid accurately and promptly

**General**  
Work co-operatively with the staff team of BHN, attend staff meetings and participate in training opportunities appropriate to the post.

Promote equity and human rights for people seeking asylum.

Work within BHN's values, aims, objectives and policies.

Attend Trustees meetings on occasion as required.

Carry out additional duties in consultation with the line manager, consistent with the responsibilities of the post, including providing cover for other staff and volunteers if required.

Evening and weekend working will be required on occasion by prior arrangement (eg at our shared men’s house).   
  
**Person specification**Experience of providing support to volunteers  
Commitment to the empowerment of people seeking asylum  
Open and non-judgemental approach  
Experience of working with / providing services to marginalised people  
Good written English   
Ability to use our database and keep accurate records  
Ability to work co-operatively with volunteers and colleagues  
Excellent communication skills  
Excellent time management and organisational skills

Experience in recruiting, inducting and training and supervising others  
Ability to work calmly and positively in a busy and changeable environment.