



Job Title: Volunteer Coordinator
17.5 hours per week - Permanent Contract
Expected Start Date – approx. October 2022

Location: Dundee (locally home based)

Role Reports To: ProjectScotland Mentor Manager

Direct Reports: None

Job Family: Job Family 3 – salary of £12,500 (£25,000 per annum Full Time Equivalent)

Department: Delivery

Role Purpose

ProjectScotland, part of the national charity Volunteering Matters, supports young people to get on in life, using the power of volunteering. We are thrilled to be involved in an innovative and exciting new partnership with [The Welcoming Association](#) known as the “**Inspire Project**” – to support the community participation and inclusion of New Scots Refugees. ProjectScotland’s role as part of the Inspire Project is to facilitate mentoring relationships and the opportunity for New Scots to access supported volunteering placements.

The core skills that young people need to move on in life includes interpersonal skills, communication skills, planning and problem solving, and working as part of a team. At times, New Scots refugees need support with these skills due to their experience of trauma or other very challenging experiences. Discrimination, language barriers, low self-esteem and other negative factors means that New Scots refugees have barriers to successfully engaging the labour market.

ProjectScotland are looking to recruit a talented, dynamic, and professional Volunteer Coordinator to join our team in Dundee, to work on the Inspire Project. The right candidate would be someone who can work flexibly and demonstrate an understanding of, and commitment, to our organisational values. Your role within the Inspire Project will include:

- Recruiting, training, matching, and supporting Volunteer Mentors
- Directly engage New Scots to understand their wants, needs and aspirations from mentoring relationships and volunteering opportunities
- Building and maintaining networks and relationships with charity partners across Dundee and the surrounding areas so that New Scots can take part in a volunteering placement





Key Duties & Responsibilities

- Consistently role modelling and displaying our organisational values
- Contribute to effective teamwork across the regional team and the wider charity, in line with our “flexible working by default” and “self-managed teams” philosophy
- To directly engage New Scots to understand their wants, needs and aspirations in advance of a mentoring relationship and volunteering opportunity
- To recruit, train, match and support Volunteer Mentors - local people who can support the integration and inclusion of New Scots refugee’s
- To identify, develop and maintain excellent relationships with charity and not-for-profit partners in Dundee. Ensuring diverse, high quality volunteer roles are available for New Scots refugees, that reflect their needs and interests
- To provide support to New Scots refugee’s (and their mentors) by identifying volunteering opportunities, and introducing all stakeholders required
- To manage the risk assessment, quality assurance and audit processes as appropriate
- Ensure monitoring, impact and evaluation information and data is collected and that the project meets it’s agreed targets, reporting format and schedule. Assist the Project Manager by preparing reports to funders
- To ensure all the above is done with excellent record keeping, in accordance with compliance requirements. This includes the use of Salesforce CRM system

This job description is intended to include the broad range of responsibilities and requirements of the post. It is neither exhaustive nor exclusive but while some variations will be expected, these will be at an appropriate level for the role.





Person Specification

Skills / Knowledge Required

- An excellent knowledge and understanding of the life challenges and barriers that New Scots refugees have experienced, and face today in Scotland
- An understanding of how to assess the needs of an individual using a person-centered approach
- Excellent written and verbal communication skills including being able to have strategic conversations with stakeholders one minute, and talk to an anxious or unsure refugee the next
- Excellent people skills with the ability to build professional, long-term relationships with various stakeholders, to influence and motivate others
- Excellent organisational and IT skills including the ability to manage workload and prioritise effectively, the use of Microsoft Office, Microsoft Teams and Zoom
- Strong attention to detail and a willingness to accurately record all interactions
- Creating, coordinating and supporting proper reporting channels around contract compliance

Experience Required

- Experience working directly with New Scots refugees, or other groups of people who face significant challenges and barriers
- Experience of quality Volunteer Management, particularly mentoring programmes
- Demonstratable relationship management experience with a wide range of stakeholders, with a track record of being able to communicate effectively and work as part of a team
- Experience of project coordination, achieving high targets, a busy workload and working to strict deadlines
- Understanding of and commitment to Equality, Diversity and Inclusion





Qualifications

Relevant experience and an understanding and commitment to our organisational values is more important for this role than any specific qualifications.

Other

Part of your working week will be based in local Dundee communities, meeting New Scots, volunteers, and other stakeholders. For the remainder of the time, you can work from home (must be close to Dundee). Good internet access and a suitable home working environment is required.

All I.T. equipment, mobile phone and infrastructure will be supplied.

PVG

This role requires membership of the PVG (Protection of Vulnerable Groups) scheme. Having a conviction will not necessarily cause a bar to employment.

Our Values & Way of Working:

Volunteering Matters offer flexible working by default. In all that we do, we embrace a philosophy of 'Freedom within a Framework' and are guided by our organisational values:

- We are Empowering
- We are Inclusive
- We are Compassionate
- We are Positive
- We are Straightforward.





Diversity & Inclusion:

We encourage applications from people of all backgrounds and communities. This will help us to ensure that our staff team represents the people we serve in Dundee.

We particularly welcome applications from Black people, people of colour, and people with disabilities - all of whom are currently under-represented in our staff team.

Disability Confident & Reasonable Adjustments:

We guarantee to interview anyone with a disability whose application meets the minimum criteria for the role. Please provide evidence in your application, which demonstrates that you meet the level of competence required in the “Experience/Skills and attributes” section of this job description.

To be considered for a guaranteed interview or to discuss any reasonable adjustments during the process, please state this in your application or contact join@volunteeringmatters.org.uk for more information.

We have also committed to the following pledges which positively encompass our recruitment and selection processes and methodology: The Promise (Scotland), Show The Salary, Salary History.

To Apply for this role

- 1) Download our application form
- 2) Download our Recruitment Monitoring Form
- 3) Send all documentation by email to - join@volunteeringmatters.org.uk

If you have any questions or would like to speak to the Recruiting Manager for this role, please don't hesitate to contact join@volunteeringmatters.org.uk

