**Leeds City Council**

**Job description**

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| **Job title:** | Volunteer and Community Information Coordinator  | **Salary:**  | £32,029 to £34,788 |
| **Service area:** | Migration Yorkshire | **Grade:**  | PO2 |
| **Directorate:** | Communities and Environment | **Date:**  | 21/6/2019 |
| **Fixed term:**  | to 31/12/2020 | **Full time**  | 37hrs |
| **Reports to:** | Regional Asylum & Refugee Integration Manager |
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**Job purpose**

The purpose of this job is to establish and coordinate a new volunteer programme within the Refugee Integration Yorkshire and Humber project and to lead the development of a new regional ‘community information hub’.

The meaningful participation of refugees is a key part of the project and the wider objective of integration across the region. Refugees will co-deliver training to key services, research and presentation of project findings. Refugees will have a strategic role as members of the new Refugee Integration Forum and receive mentoring and employment opportunities. As part of our ambition to have a ‘whole society’ approach to refugee integration, we will also enable organisations from all sectors and individuals across the region to learn, engage and participate in refugee integration in the way best suited to them.

The role requires an experienced volunteer coordinator with expertise in migration issues, who can establish a new volunteer programme with high quality support for individual volunteers, and engage wider communities and organisations across the region.

**Job background**

The Refugee Integration Yorkshire & Humber project will provide comprehensive support to improve the integration of refugees, with a strategic approach and front-line services, underpinned by comprehensive evidence and refugee participation. Refugee Integration Yorkshire & Humber will deliver a regional strategy with commitments from all partners, galvanise key services, employers and civil society, produce robust research, and provide local one-to-one support and opportunities for individual refugees.

The project is managed by Migration Yorkshire and delivered across the Yorkshire & Humber region through a partnership of seven organisations. The project is part funded by the European Union Asylum, Migration and Integration Fund.

This post is with Migration Yorkshire, which is hosted by Leeds City Council. Migration Yorkshire works with national government, local government, and others to ensure that Yorkshire and Humber can deal with, and benefit from, migration.

**Key duties and responsibilities:**

* Establish, coordinate and develop a refugee volunteer programme at Migration Yorkshire
* Generate interest and applications from refugees to be volunteers by publicising the project and working in partnership with a range of organisations
* Recruit and select volunteers, to appropriately match them to volunteering opportunities, providing additional support and training where appropriate
* Liaise with colleagues in Migration Yorkshire and external organisations to generate volunteering opportunities
* Promote refugee volunteering within Migration Yorkshire and externally
* Establish, write and implement policies and procedures for the new volunteer programme
* Ensure all volunteers receive clear guidance on their roles, volunteer induction, appropriate support and/or supervision and attend review meetings where necessary
* Develop a ‘train the trainer’ package for volunteers in partnership with other colleagues, to enable volunteers to co-deliver training sessions to key public services
* Support volunteers in a range of volunteer opportunities including mentoring and employment opportunities
* Establish and maintain systems that record volunteers' personal details, availability and work completed
* Manage systems for supporting volunteers including expenses
* Maintain written records and give written and verbal reports as required
* To make links between the volunteer programme and other aspects of the Refugee Integration Yorkshire and Humber project, the wider work of Migration Yorkshire and across the refugee sector
* Establish a ‘community information hub’ to harness the engagement of community groups in refugee integration in partnership with other colleagues
* Collect and maintain the appropriate information about services around the information for the ‘community information hub’
* To promote greater understanding of refugee and migrant issues through networks and partnerships
* To maintain an up to date awareness of legislation and policy related to volunteering and adapt programme appropriately
* To maintain an up to date awareness of local and national policy and practice affecting refugees and other marginalised and vulnerable new migrants.
* To be responsible for personal learning and development and undertake training to increase knowledge, skills and awareness
* To manage own time effectively and prioritise tasks to ensure all volunteers receive the support and guidance they need
* To work with other members of the team to ensure Leeds City Council and Migration Yorkshire procedures are followed in all areas of work, including finance, safeguarding, health and safety, data protection etc.

**General**

* Respect the confidential nature of the work and follow good practice in data protection.
* Provide excellent customer service to all stakeholders.
* Provide occasional cover for other team members, as required.
* Be responsive to the needs of the team and support colleagues as required.
* There will be occasional work outside office hours to meet the needs of the project
* There will be occasional travel across Yorkshire and Humber, and sometimes beyond the region, for meetings and events.

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**Person specification**The post holder should demonstrate that they meet these requirements. **All are essential.**

|  | **MOA** |
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| **Experience and knowledge** |  |
| Significant experience of managing volunteer projects  | A/I |
| Significant experience of supporting volunteers  | A/I |
| Knowledge of legislation, policies and procedures relating to volunteers | A/I |
| Experience of delivering services to vulnerable or excluded people | A/I |
| Experience of developing and successfully delivering new services | A/I |
| Experience of working in partnerships with other organisations to develop new ways of working | A/I |
| Knowledge of the experiences, needs and issues of new refugees | A/I |
| Good understanding of confidentiality, data protection and freedom of information. | A/I |
| Experience of facilitating successful training and group working  | A/I |
| Competent IT user including Word, Excel, PowerPoint and Outlook.  | A/I |
| **Skills** |  |
| Ability to work in ways that are respectful, inclusive and which motivate other people. | A/I |
| Ability to write and speak clearly understood including ensuring effective communication with people who have English as a second language | A/I |
| Ability to exercise professional judgement in handling confidential, or sensitive matters  | A/I |
| Ability to represent the organisation professionally – in person, by phone and in writing | A/I |
| Ability to write and implement policies and procedures for new volunteer service | A/I |
| Ability to keep clear and detailed records and information in a clear and concise manner  | A/I |
| Able to work collaboratively with strong working relationships across teams and sectors | A/I |
| To help people learn new things, facilitate discussions, and to share knowledge and understanding with others  | A/I |
| Excellent organisational skills and attention to detail | A/I |
| Ability to manage competing priorities whilst delivering on a range of projects and adapting to changing circumstance and priorities | A/I |
| **Other characteristics** |  |
| Commitment to diversity, equal opportunities and community cohesion | A/I |
| Enthusiastic about the integration of migrants and about ensuring that Yorkshire and Humber benefits from migration | A/I |
| Ability to work collaboratively as part of a team. | A/I |
| Flexible, responsive to change and feedback and willing to learn | A/I |

**Job risk analysis**

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| Recruiting employer | Leeds City Council |
| Department and section | Migration Yorkshire |
| Post or job title | Volunteer and Community Information Coordinator |
| Description of main activities the applicant would be required to undertake | Recruiting, training and supporting refugee volunteers to work on various aspects of Refugee Integration Yorkshire and Humber. Working with the wider community to develop and share opportunities to support refugees and promote integration. |
| Hours and work pattern | Full time |

**If the work contains any of these elements it is defined as a PART A ROLE**

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| **Work element** | **YES** | **NO** |
| Work at heights (over 2m) |       | X |
| Work in excessively noisy environments. |       | X |
| Work in unusual environmental conditions, such as confined spaces (where the air does not flow free and fresh or where there may be a build up of gases, vapours or fumes or the need for the use of breathing apparatus) |       | X |
| Use of tools and equipment associated with hand-arm or whole-body vibration. |       | X |
| Driving Leeds City Council vehicles. |       | X |
| Transporting others (i.e. only those driving HGV’s over 7.5 tonnes, PCV’s, minibuses (requiring MIDAS qualification or DVLA Gp 2) and anyone transporting, as part of their normal duties, more than three persons |       | X |
| Contact with hazardous substances identified as requiring regular health surveillance under COSHH n.b. this includes infectious agents e.g. from bodily fluids, or zoonoses.  |       | X |
| Prolonged or frequent exposure to machine generated wood dust, or other heavy or excessive concentrations of mineral dust. |       | X |
| Work with lead or lead-based products. |  | X |
| Work with, or regularly in, environments where there is likely to be, asbestos containing materials. |       | X |
| Where the role requires an employee to be immunized.  |       | X |
| Fieldwork or work in extreme conditions e.g. involving excessive heat, cold, frequently walking long distances over rough terrain in all weather conditions; |       | X |
| Any other occupational hazards or comments relevant to this post (state): |       | X |

**All other roles are defined as Part B. Please indicate if the work involves any of these elements.**

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| **Work element** | **YES** | **NO** |
| Face to face contact with the public or service users  | X |       |
| Working in isolation or lone working | X |  |
| Work with electrical wiring  |       | X |
| Work where there may be occupational exposure to bodily fluids (all reasonable control measures will have been identified and implemented). N.B. if the risk assessment identifies that immunization is required, this should be classed as a Part A role. |       | X |
| Work that may bring the employee into contact with rodents or other animals or livestock N.B. if the risk assessment identifies that immunisation is required, this should be classed as a Part A role. |       | X |
| Manual handling or moving and handling (i.e. other than routine office lifting and carrying). |       |  x     |
| Working with vulnerable service users. |       | x |
| Work with repetitive movements or forced posture. |       | X |
| Work as a regular display screen user. | X |       |
| Work involves the preparation or handling of unwrapped foods, to be consumed without further cooking e.g. sandwich preparation. |       | x      |
| General office-based activities. | X |       |
| Driving own vehicle on council business. - potential | X |       |
| Any other occupational hazards or comments relevant to this post (state): |  | x |

**N.B. Appropriate control measures for these identified hazards will have been identified and implemented.**

**This has been classified as a Part B role.**