



Job description:

VOLUNTEER DEVELOPMENT Co-ordinator

Reporting to:	Manager
Salary:	£12 per hour
Hours:	21 hours per week
Contract:	12 months, with possible extension pending funding

Background

Fife Migrants Forum (FMF) is a registered Scottish charity serving as an information access point, primarily, but not exclusively, to members from migrant and ethnic minority communities in Fife. FMF provides the following services: a multilingual advice and information service, advocacy and casework support, employability support, IT support and personal development opportunities. FMF also works in collaboration with mainstream service providers and other third sector organisations to provide tailored support to our clients.

We have received a funding to help develop our volunteer work. The successful person will manage our current team of volunteers as well as develop a plan for how the volunteer management role can be taken forward. This is a fixed term post due to the nature of the funding, there may be scope for the post being extended subject to successful funding bids which the post holder will be involved in formulating.

Job Outline

- Co-ordinate Volunteers to enable community members to perform voluntary work for the Forum,
This will involve;
- Providing on-going supervision of volunteers and staff.
- Deliver coaching and mentoring to volunteers and staff to develop their skills and confidence and increase their employability.
- Facilitate the engagement of service users in volunteering activities which are provided internally and externally particularly those individuals who experience barriers in attempting to access such opportunities.
- Record and monitor all referral to the project and maintain the projects databases, ensuring that all records are accurately recorded.

- Provide summary reports with volunteer statistical information and trends to the Manager and/or FMF Board.
- Be the main point of contact for the project and liaise with volunteers and service users and referring agencies with regard to overcoming language difficulties as a barrier to accessing mainstream advice agencies.
- Perform a link worker role for external relationships with Partner organisations and attend meetings as necessary.
- Develop and maintain effective links with relevant providers to make accessible to clients' opportunities for education, training and employment and work placement opportunities. Identify training opportunities for staff and put forward proposals to the Manager for CPD
- Supervise the FMF Conversational Café hosts and ensure that a degree of consistency is maintained across them.
- ensure that attendance records are maintained accurately for all events organised by FMF.
- Develop a sustainability plan for the post.
- Assist with the preparation of funding bids.
- Scoping out and, where appropriate, delivering training to colleagues on topics relevant to their role.

Person Specification

Essential

- Ability to work effectively with people who may have complex needs including language barriers.
- Ability to effectively facilitate individual's engagement and supporting them to sustain volunteering.
- Experience of co-ordinating and delivering opportunities for positive activity, learning, volunteering and work preparation.
- Experience of mentoring or coaching to individuals from migrant communities.
- Experience of networking and developing positive partnerships with other agencies.
- Awareness of positive outcomes for individuals and able to support them to achieve their full potential.
- Experience of recording, monitoring outcomes and providing written reports on project development,
- Ability to work in a demanding, high pressure setting.
- Ability to work effectively as part of a team.
- Ability to prioritise and manage workload effectively.
- Ability to display a commitment to non-discriminatory, non-judgemental, person-centred practice.
- Good work ethic, enthusiasm, sound communication and interpersonal skills commitment.
- Qualification at further/higher education level or relevant job experience or another relevant area.
- Be prepared to work out with normal office hours.
- Be able to travel throughout Fife

- Project development experience.

Desirable

- Experience of working with people from migrant communities and speaking one of the languages e.g. Polish, Russian, Romanian, Arabic or other language.
- A fundamental understanding of the particular needs of people affected by being a member of migrant communities, access to mainstream services, social exclusion and barriers to employment
- Knowledge of relevant community and welfare advice, housing or employability resources in Fife.
- Foreign language skills.
- Experience of drafting funding bids

Education, Qualifications & Training

- High standard of education and/or relevant experience

Skills and Competencies

- Be able to demonstrate;
- Person centred approach to dealing with people
- Respect and dignity
- Non-judgement
- Understand appropriate boundaries
- Be able to manage a caseload and be a key point of contact for clients
- Understand the range of issues facing migrants in Fife and/or Scotland
- The ability to discuss sensitive issues with a range of volunteers and provide options and choices that lead to positive solutions
- Ability to communicate and engage with a range of professionals and local agencies
- Understand principles of confidentiality

General

Skills and Competencies

- Good oral and written communication skills
- Good time management and organisation skills
- Ability to cope with working within a pressurised and fast paced environment
- Ability to work both autonomously and within a team
- Ability to accurately complete forms and records
- IT literacy and competency
- Driving licence and access to a car (desirable)

The post holder may be required to undertake any other duties that fall within the nature of the role and responsibilities of the post as detailed above.

Fife Migrants Forum Organogram

