



Creating a Culture of Welcome

JOB DESCRIPTION

Volunteer Coordinator

City of Sanctuary Sheffield (CoSS) is a charity with a vision for a city that is safe and welcoming for people seeking sanctuary. We believe that this is possible and we work to make it a reality.

Volunteers are absolutely crucial to the work we do at City of Sanctuary Sheffield. They facilitate everything we do and hugely amplify our impact. Many of them have lived experience of seeking sanctuary and are a crucial guide for us as we work to build a city that is safe and welcoming for people seeking sanctuary.

In this post you will be an integral part of City of Sanctuary Sheffield, supporting us to work towards our vision and enabling us to do so in a sustainable way.

MAIN PURPOSE AND SCOPE OF THE JOB

To build and support the City of Sanctuary Sheffield volunteer team so that it is inclusive, cohesive, well trained and supports the effective running of City of Sanctuary Sheffield. You will ensure that people seeking sanctuary remain at the heart of the volunteer team – guiding our work, contributing to the team, and growing in themselves.

KEY DETAILS

Reports to: Director

Responsible for: Team of volunteers, facilitating student placements and occasional staff management

Period of Contract: This is a permanent contract, funding dependent

Hours of work: Part time – 0.6 FTE (21 hours a week)

Pay Band: Band B

Pay : £18,818.40 to £20,367 (0.6 FTE); (£31,364 to £33,945 - 1.0 FTE)

Pension: 8%

Based: Sheffield City Centre

Holiday: 15.6 days per year, plus public holidays and time between Christmas and New Year

DUTIES AND KEY RESPONSIBILITIES

Recruitment and Induction

- Volunteer recruitment – Conduct advertising and recruitment to ensure that there are enough people applying to volunteer at CoSS; ensuring people seeking sanctuary are aware of the opportunities available and able to access them.

- Inductions – Lead and further develop inductions for new volunteers ensuring that these sessions are well attended and are accessible to volunteers from all backgrounds.
- Initial support - Support new volunteers to start volunteering at CoSS and facilitate an initial probation period during which more support is available to each volunteer.
- Administration - Work with the CoSS Administrator to conduct required administration associated with inducting new volunteers and running the volunteer team.

Volunteer Training and Progression

- Volunteer Training – Deliver a wide range of training for the volunteer team that covers key essential areas alongside other training needs that may arise.
- Training for people seeking sanctuary – Provide additional support to people seeking sanctuary to access a wide range of training and development opportunities.
- Volunteer Reviews - Conduct regular volunteer reviews and meetings to gather feedback and to celebrate the work of the team.

Volunteer Socials and Personal Support

- Volunteer Wellbeing - Support the wellbeing of volunteers and provide spaces for them to share and work through the challenges faced.
- Volunteer Socials - Organise volunteer socials throughout the year.
- Code of Conduct - Ensure all volunteers adhere to the CoSS code of conduct and manage issues that arise using CoSS's established policies and procedures.

The Sanctuary

- Work alongside the rest of the CoSS team, to ensure the smooth-running of The Sanctuary, our unique welcome centre for people seeking sanctuary.

Additional duties and Line Management

- The context of our work is constantly changing. Additional duties that reflect the changing needs of the organisation may be required including possible line management of other staff members.

PERSON SPECIFICATION

Experience

	Essential	Desirable
Experience of recruiting, inducting, training and developing volunteers		x
Experience in designing and delivering training programs for volunteers		x
Lived experience of the asylum system		x
Experience of working alongside people managing or experiencing trauma		x
Experience of working or volunteering alongside refugees and/or asylum seekers		x

Experience in planning and executing events, including coordinating logistics and ensuring high attendance and engagement.		x
Experience of delivering effective Line Management		x

Knowledge

	Essential	Desirable
Knowledge of volunteering; the benefits and challenges	x	
Understanding of issues and challenges facing asylum seekers and refugees and the impact of the hostile environment		x
Knowledge of institutions and organisations in Sheffield and the wider region that work with people seeking sanctuary		x
Knowledge of and ability to use databases such as Excel and Lamplight	x	
Fluency in another language other than English		x

Skills

	Essential	Desirable
Ability to take initiative and drive forward ideas	x	
Ability to work sensitively alongside people with lived experience of seeking sanctuary	x	
Good interpersonal skills and ability to engage with people from a wide range of backgrounds	x	
Ability to build and maintain partnerships and relationships with a range of stakeholders	x	
Excellent teamworking ability	x	
Excellent listening skills	x	
Good level of spoken and written English	x	
Ability to manage several tasks at the same time and prioritise accordingly	x	
Excellent communication skills both face to face and over a range of different platforms including email and WhatsApp	x	
Ability to learn and develop	x	
Ability to maintain professional boundaries and confidentiality	x	
Ability to work under pressure	x	
IT literacy and ability to swiftly learn and use new software and platforms	x	

Personal Attributes

- Organised
- Patient

- Empathetic
- Proactive
- Imaginative
- Boundaried
- Consistent
- Calm
- Flexible and adaptable
- Able to problem solve and identify solutions
- Brave and willing to have difficult conversations
- Open to receiving constructive feedback from people at every level and adjust accordingly
- Commitment to the ongoing development of an inclusive workplace
- Commitment to social justice

Other Requirements

- DBS check and right to work in the UK
- Ability to work in different locations as required including virtually and at home
- Able to work occasional evenings and at weekends



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