

## Volunteer Officer Job Description

Responsible to	Support Coordinator
Location	London, E2
Contract	One-year Fixed Term
Hours	21 hours per week
Salary	£31,815 (£19,089 pro-rata) (NJC 15, including London Weighting).
Holidays	25 days per annum pro rata, increasing by one day per full year of service up to 30 days, in addition to the public holidays.

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### About us:

Praxis is a charity for migrants and refugees. Our direct services support people in London, and our training and campaign work has national and international impact. Our core purpose is to help migrants in crisis or at risk, ensuring they can live in safety, overcome the barriers they face, and take control of their own destinies. From our east London base, we strive for a world where people are not defined by their immigration status and everyone is treated with dignity and respect.

### Purpose of the role:

To coordinate Praxis volunteer-run projects and activities, leading the recruitment, training, and support of volunteers to ensure they are able to contribute to Praxis services and functions. The post holder will work with service and function leads to develop volunteer roles responding to the organisation's and service users' needs. Praxis currently works with 60 volunteers supporting different projects and functions. We are particularly focused on developing volunteer opportunities for people with lived experience of migration.

### Relationships:

Reporting to our Support Coordinator, the post-holder will work closely with team leads, advisers, reception, office manager and other staff working with volunteers. The post will also require close liaison with volunteer-providing organisations, legal practices and other partners and stakeholders.

### Volunteer recruitment

- Manage the recruitment process (advertising, application, interview, induction) of all volunteers by working in partnership with frontline staff and managers at Praxis;
- Develop volunteer roles supporting different services and core functions;
- Ensure that a suitable number of volunteers are recruited for each service area;
- Ensure that volunteers are recruited safely with DBS checks and references where required;

### Volunteer training

- Develop and manage the volunteer training programme to ensure volunteers are equipped to deliver activities.
- Deliver and/or coordinate training in all required areas for volunteers both prior to, and during, their placements at Praxis (in collaboration with service leads);
- Identify and circulate any relevant free training from other organisations that would be useful to Praxis volunteers (including those that might be helpful for their career development);
- Maintain a training record for all volunteers and ensure that all volunteers are fully trained for any tasks that they are asked to undertake.

### **Volunteer supervision and good practice**

- Coordinate supervision of volunteers where they are allocated to services/staff, ensuring supervision notes are recorded and filed.
- Ensure that any issues raised by volunteers are dealt with in an effective and timely manner;
- Ensure that all volunteers are contributing to Praxis in a useful and appropriate way;
- Deal with any incidents, complaints etc. that might arise in an appropriate manner and ensure clear procedures are in place so that placements can be ended when necessary.
- Ensure that all volunteers are treated with respect and courtesy and are made aware that their contribution to Praxis is highly valued;
- Organise occasional social events for volunteers (and staff).

### **Volunteer administration**

- Manage all applications from potential volunteers; liaise with relevant staff to make decisions around shortlisting for interview;
- Coordinate and undertake interviews with relevant staff and manage all the follow-up paperwork, references, DBS checks etc;
- Ensure that a file is maintained for each volunteer, including all required paperwork;
- Ensure that GDPR is followed to ensure all volunteer records are kept confidentially, and volunteers are fully trained in GDPR;
- Manage petty cash for volunteer expenses and ensure all spending is recorded;
- Set up emails for all volunteers and manage email groups;
- Write job references for volunteers as and when required.

### **Advice volunteers**

- Ensure that Praxis is fully compliant with OISC regulations in the area of OISC trainees and ensure that any volunteers, interns or pro bono staff providing immigration advice are registered with OISC; have appropriate OISC training and supervision plans; and are supported to take OISC level 1 within 12 months of starting their placement;
- Liaise with Refugee Action to ensure that volunteers who are interested in obtaining OISC level 1 and/or 2 are able to access the webinars and resources.

### **Monitoring and evaluation**

- Lead and coordinate monitoring and evaluation activities run by volunteers, ensuring that there are effective systems in place to monitor the impact of our work with volunteers, including carrying out feedback surveys, focus groups etc. and using the data to write monitoring reports when required;
- Collect data when required from our database and other sources as necessary in order to measure the contribution of our volunteers to various areas of our work;
- Co-ordinate and/or contribute to any evaluation of our volunteer programme;
- Contribute and compile data and feedback information for fundraising applications when relevant.

### **Policy and procedure**

- Develop, or contribute to drafting, any relevant policies and procedures concerning volunteers, interns and pro bono contributors (in collaboration with relevant staff);
- Ensure any template forms for volunteers are kept up to date.

### **Health & Safety**

- Ensure all volunteers understand our health and safety policy and comply with Health and Safety legislation and procedures;
- Ensure any health and safety incidents involving volunteers are reported and dealt with according to the policy;
- Review and develop risk assessments for volunteers working in the building and undertaking specific tasks such as accompanying clients off-site to appointments etc.

### **Other Tasks**

- Attend and contribute to relevant meetings.
- Participate fully in individual supervision, training, reflective practice and appraisal.
- Work with colleagues in Praxis to maintain and develop our holistic approach and commitment to human rights, community development, diversity and best practice in working with vulnerable migrants.
- Contribute to reports for funders and internal reports.
- Attend Praxis events and relevant training.
- Undertake other related tasks, as and when required

## Person Specification

*Please address points to be assessed in the application (A) in your personal statement, further points will be assessed in the interview (I).*

Person Specification	Essential or Desirable	Assessment Method
<b>Knowledge and understanding</b>		
1. Knowledge of issues facing migrants and refugees (and/or people at risk or in crisis)	E	A+I
2. Knowledge of organisations and networks useful for recruiting and training volunteers, interns and pro bono contributors	E	A+I
3. Understanding of how to develop systems, procedures and processes for efficient volunteer management	E	A+I
4. Understanding of legislation and policy areas relevant to volunteering (GDPR, safeguarding, health and safety, equalities etc.)	E	A+I
5. Knowledge of all aspects of office administration including Microsoft Office, Outlook, Internet, database, spreadsheets, website.	E	A+I
<b>Experience</b>		
6. Strong administrative skills		A+I
7. Ability to manage, motivate and encourage volunteers to make a high-quality, appropriate and useful contribution to a voluntary sector organisation.	E E	A+I
8. Experience in planning and effective training for volunteers.	E	A+I
9. Experience in monitoring and evaluating project outcomes.	E	A
10. Experience in dealing with and resolving complaints and/or conflict in a sensitive, compassionate and appropriate manner	E	A+I
<b>Skills</b>		
11. Ability to manage petty cash and maintain records.	E	A
12. Ability to listen to others and work collaboratively to achieve goals.	E	A+I
13. Ability to work in a well-organised, proactive manner and prioritise work effectively.	E	A+I
14. Ability to produce high-quality written correspondence, risk assessments and reports.	E	A +I
15. Ability to communicate effectively and courteously with people from diverse backgrounds with different levels of English.	E	I

Other		
16. Commitment to uphold the values, aims and policies of Praxis Community Projects in every aspect of your work.	E	I
17. Understanding of and commitment to the principles of confidentiality, impartiality, non-directive advice, and equality of opportunity.	E	I

### **Our Values**

These are the values everyone at Praxis is expected to work according. Candidates are required to support, uphold and sustain these values.

These will be assessed at interview and are included here to inform you.

#### **We Strive for a better way**

We are ambitious and bring for questioning spirit to help us make progress

#### **Everyone belongs here**

We create respectful, empathetic relationships that ensure everyone feels valued and seen

#### **We learn together**

We make space for individual and collective learning so we can elevate our impact

#### **We listen to the needs of our community**

We always start with the insight from the people we support