



BRISTOL HOSPITALITY NETWORK

JOB DESCRIPTION

Job Title: Volunteers and Host Network Coordinator

Grade: Scale 5 (22-25)

Hours of Work: 22.5 hours per week

Salary: Pro rata to full time salary in the range £20,661 to £22,658 (at 2017/18 rates)

Place of Work: Easton Family Centre, BS5 0SQ

Responsible to: BHN Manager

Responsible for: Volunteers and Hosts

Purpose of Job: To coordinate the network of host households in BHN, lead the weekly placements and referrals drop in, coordinate the 90 volunteers (including member volunteers) in BHN including record keeping and reports to the board of trustees and BHN Funders.

Contract: Fixed term for 1 year (extension possible; funding dependent)

Main tasks:

1. Volunteer Coordination

- 1.1. Provide ongoing training and supervision for all volunteers
- 1.2. Provide recruitment, induction and basic training for all new volunteers: Promoting volunteering opportunities through different outlets to attract the best possible new volunteers.
- 1.3. Effectively co-ordinating and administering all volunteer enquiries and applications (including forms, interviews, references, DBS checks if appropriate etc)
- 1.4. Manage the volunteer teams and support volunteer team leaders
- 1.5. Support member volunteers (destitute asylum seeker volunteers) with induction, additional training and support as required
- 1.6. Develop and maintain volunteer databases and monitoring systems.
- 1.7. With the support of the Manager and Trustees, develop and ensure the implementation of BHN policies, in particular those relating to volunteers.
- 1.8. Provide cover for welcome centre manager where required
- 1.9. Keep in touch with volunteers through producing a volunteer bulletin, update emails, online forum etc.

- 1.10. Organise volunteer forums and thank-you events
- 1.11. Follow up on volunteers who have chosen to leave BHN, to gather feedback on their experience

2. Host network coordination

- 2.1. In conjunction with the BHN Manager, lead on the weekly Friday referrals drop in and manage new placements in BHN.
- 2.2. Provide group supervision sessions and training for host households
- 2.3. Keep accurate records of host placements and support needs including carrying out risk assessments about members and households for placements
- 2.4. Report to the board of trustees on the host network bi-monthly
- 2.5. Complete host placement follow up visits for each household at least once every 3 months and provide telephone based emergency support.
- 2.6. Develop a strong and supportive community of host households

3. Other

- 3.1. To work within the wider staff team of BHN, attend staff meetings and participate in training opportunities appropriate to the post.
- 3.2. To promote equality and rights for asylum seekers, model anti-oppressive behaviour and implement BHN's Equality, Diversity and Inclusion policy.
- 3.3. To work within BHN's aims, objectives and policies.
- 3.4 Attend and contribute to Trustees meetings on occasion as required.
- 3.5 To carry out additional duties in consultation with the line manager as are consistent with the responsibilities of the post, including providing cover for other staff and volunteers if required.
- 3.6. Evening and weekend working will be required on occasion by prior arrangement.