

NLAH is recruiting a Volunteer Coordinator to join the team.



NLAH is a grassroots homeless charity based in Stoke Newington. We have a 28-year history in the community running a drop-in centre that is open to all who are homeless or in need, providing a healthy 3-course vegetarian meal in a welcoming environment and offering advocacy services and practical help.

NLAH creates a space for people – our services users and volunteers - to feel valued, respected, where they have got a voice and they feel safe.

We particularly welcome applications from Black, Asian and Minority Ethnic (BAME) candidates, those who have experience of the issues surrounding homelessness, and neuro-diverse and disabled candidates.

To Apply

If you think you can contribute to the work of NLAH, please submit a brief covering letter addressing the position criteria and send it with a copy of your CV to nlah_uk@nlah.org.uk

Closing date for applications

6 May 2021

Job Elements	Details
Job Title	Volunteer Coordinator & Core Team Member
Reporting To	Co-managers
Location	North London Action for the Homeless, St Paul's Church Hall Stoke Newington Road N16 7UE
Salary and Benefits	£15.50 / hour + 8% pension contribution Pro-rated 5 weeks holiday plus bank holidays <i>We stay open on Bank Holidays - staff are asked to work some Bank Holidays throughout the year.</i>
Hours	Part-time contract: 13 hours /week Centre hours (10 hours core): Attendance at drop-in sessions twice/week <i>Mondays 10am-3pm and Wednesday 4pm-9pm</i> Admin hours (3 hours): including attending supervision, Management Committee Meeting (every 6 weeks, in evening for 2 hours), monitoring NLAH inbox 3 hours /week (at least 1 hour on <i>Friday</i>, other hours to be mutually agreed) Training hours: will be paid as overtime as required for training needs
Key relationships	• Internal: Volunteers, Staff, Service users, Trustees and management committee • External: Partnership agencies to support volunteer recruitment

Key objective	• Manage, support, motivate and accredit volunteers and their work. • Help facilitate a welcoming and safe environment for the smooth running of sessions according to internal policies and procedures; this includes managing boundaries and dealing with challenging behaviour.
Duties and Responsibilities (in priority order)	
Volunteer coordination	• Organise volunteer rota. • Manage volunteers during the twice-weekly drop-in service. • Recruit volunteers reflecting the agreed strategy of the Charity regarding Diversity and Inclusion. • Provide inductions to new volunteers and follow up check-in. • Write regular newsletters. • Maintain a register of volunteers in accordance with data protection legislation. • Organise volunteer training. • Organise volunteer socials.
Core team member	• Welcome, interact and create safe relationships with service users during drop-in sessions, to ensure sessions are conducted in a friendly and safe manner and in accordance with NLAH values. • Pitch in' with setting up and cleaning down at the start and end of sessions (this will include some heavy lifting & climbing up and down stairs). • Undertake any other duties that may reasonably be required.
Health & Safety and Safeguarding	• Support co-managers in dealing appropriately with incidents of challenging behaviour in accordance with the NLAH Health and Safety and Acceptable Behaviour Guidelines.

	• Take on shared responsibilities for ensuring Health and Safety standards are maintained by all, so that the drop-in is a safe environment for all. • Responding appropriately to safeguarding concerns.
Governance	• Attend management committee meetings on a six-weekly basis. • Contribute to staff report and report information to the Committee in an accurate manner. • Attend AGM
HR	• To participate in supervision with co-managers (3 times a year). • Engage in continuing professional development (including mandatory paid training: safeguarding, food hygiene, First Aid, Fire training).
Finance	• Manage volunteer expenses using petty cash system.
Evaluation	• Undertake an annual volunteer survey, including diversity & inclusivity monitoring.
Person specification	
Knowledge and experience - <u>Essential</u>	• Experience of working with and managing volunteers. • Some experience of working with people with addictions, mental health issues or histories of homelessness
Abilities and competencies	• A strong ethical duty of care and a commitment to safeguarding vulnerable individuals. • A non-judgmental, empathetic and compassionate attitude

	• The ability to work in a self-directed manner, and as part of a team, including the ability to develop and build good working relationships with volunteers, service user, trustees and members. • Excellent organisational, written and verbal communication skills. • The ability to remain calm under pressure • Highly professional approach to all tasks. • A hands-on approach and the willingness to assist with practical duties • Flexible attitude to nature of work • Good administrative and time-management skills. • Computer literacy in dealing with standard MS Office packages, Google Docs, Dropbox.
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This position is subject to DBS Check