



VOLUNTEER ROLE DESCRIPTION

Volunteer Role: **Volunteer Administrator - SMILE Project**

Section: Children's Section

Reports to: Volunteer Co-ordinator

Time Commitment: Minimum one day a week for 6 months

Location: London and Birmingham

Context

SMILE Project

The Supporting and Mentoring in Learning and Education (SMILE) Project is a project funded by the Department for Children, Schools and Families (DCSF) and is part of the Children's Section of the Refugee Council. It is based in Yorkshire & Humberside, the West Midlands and London.

The project consists of three volunteer co-ordinators, a project manager and a research and web officers.

The project will recruit volunteers to support refugee and asylum seeking children, both unaccompanied and in families, to support them in their school or college placement, and to enable them to learn life skills and enjoy their learning.

There are several volunteering roles within the project, incl. mentoring, befriending and school talk volunteers.

Volunteer Administrator Role

To support the Volunteer Coordinator in administrative tasks

Tasks Description

The role will involve some or all of the following:

To maintain appropriate administrative systems, and ensure consistency of systems and procedures across the project

To assist with the maintenance of systems for the collection and collation of a wide range of information and data (esp. upkeep of spreadsheets), under the supervision of the volunteer coordinator

To take and process referrals with accurate details

To undertake office based duties related to the support of children and young people supported by the project, if and when necessary, and under the supervision of the volunteer coordinator

To liaise with stakeholders working with the project, if and when necessary

To assist the volunteer coordinator in planning outings and activities for young people (incl. sourcing group and children's tickets, liaising with carers about authorisation)

To assist the volunteer coordinator with practical issues related to setting up meetings and training sessions

To maintain links with workers from different organisations involved with the project under the supervision of the volunteer coordinator

To research resources for the young people to access, and disseminate this information to other volunteers and volunteer co-ordinator

To communicate as a matter of urgency any child protection and health & safety concerns to the volunteer co-ordinator

To feed back experience of volunteering with the SMILE project

To carry out ad hoc routine administrative tasks, including photocopying, faxing, filing as required

Person Specification

It is **essential** that volunteers within this role have:

- Good verbal and written communication skills, with the ability to communicate to clients and other professionals, both internally and externally
- Good knowledge of Microsoft Word and Excel, with the ability to store and retrieve information in an appropriate format
- Ability to develop and maintain effective office systems
- Ability to work as part of a team, as well as on their own within an office environment
- Commitment to the work and values of the Refugee Council and to the welfare of the client group
- An understanding and commitment to equal opportunities in practice
- Ability to research appropriate resources for young people.
- An understanding of confidentiality
- Must consent to and provide all relevant documentation for an enhanced disclosure by the CRB (Criminal Records Bureau)

Skills and experience likely to be gained from the role

- An understanding of the specific needs of asylum seeking and refugee children in the UK around educational attainment.
- Knowledge of the work of the Refugee Council Children's Section

Volunteers are reminded to:

1. Adhere to the principles of confidentiality, for example do not discuss client details out in the public domain including your own home environment.

2. Adhere to the principles of equal opportunities, for example by providing appropriate, sensitive and impartial services and being accessible to all asylum seekers and refugees, regardless of their personal circumstances
3. Adhere to clear boundaries, e.g. do not give out your telephone number; do not give any gifts however small or second hand they may be; and never lend, give or accept any money.

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