



New Coordinator Roles

About the Centre

Walthamstow Migrants' Support Centre is a welcoming, non-judgmental place for all migrants living in Waltham Forest and beyond. It is a drop-in centre that runs on Friday mornings in the back room of the Salvation Army shop on Forest Road in Walthamstow from 10-12:30 (or 9am if we have early appointments).

We have an excellent housing and welfare advisor from RAMFEL (Refugee and Migrant Forum of Essex and London) and a local lawyer who offers 15-minute pro bono appointments to advise on immigration matters.

We also provide support and direct visitors to sources of information and help depending on their individual circumstances.

We aim to help all visitors in any way that we can, regardless of their current legal status in the UK. We do not buy into the narrative that there are 'good' and 'bad', 'deserving' or 'undeserving' migrants. We believe that no one is illegal and we try to act alongside those who visit our Centre to navigate the horrendous conditions created by the hostile environment espoused and perpetrated by the government. Currently we do this through food bank referrals, providing access to our free advisors, providing a safe space to meet and chat with refreshments, and giving direction to specialist services.

We are a small centre, wholly run by volunteers, that sees an average of 10-15 visitors each week. In future, we want to be in a position to provide follow up case work and to establish better connections with groups supporting migrants across London. We are looking for people who want to help us achieve these aims and develop our capabilities.

We have a number of very rewarding roles that we are looking to fill where you can contribute to the running of the Centre and learn new skills. We understand the importance of working sustainably, which means we work closely as a team and support each other so that everyone's tasks are manageable.

The new roles that we are recruiting for are on the following pages:

- **Centre Co-Coordinator**
- **Volunteer Coordinator**
- **Training Coordinator**
- **Fundraising Coordinator**
- **Signposting Coordinator**
- **Tech Coordinator**
- **Safeguarding Officer**

CENTRE CO-COORDINATOR

This role will be a shared position. We know it's quite a big job, especially on a voluntary basis, so we have made it a Co-coordinator role with two people. It will be left to the two Coordinators to divide the tasks between them in the way that suits both.

Tasks involved:

- Co-ordinating the drop-in centre on Friday mornings 09:00-13:00 including:
 - Assigning roles to volunteers
 - Helping set up and pack down the tables and chairs
 - Being on hand to offer support and advice to volunteers there
 - Being an advocate when required
 - Being the safeguarding lead for any issues that come up on the day (for visitors or volunteers)
 - Being a key holder
 - Facilitating the debrief discussions from 12:30-13:00. Noting any information to be disseminated to other volunteers and identifying any follow-up needed with volunteers from this session
 - Liaising with Salvation Army building leaders if required
- Being in charge of the centre phone outside of drop-in hours
- Keeping on top of the centre emails, forwarding on relevant ones to corresponding coordinators
- Liaising with other migrant support organisations or organisations that our visitors could benefit from
- Meeting regularly with the leaders of the Salvation Army (Forest Road) and the director of RAMFEL
- Convening and facilitating the fortnightly working group meetings. These will be made up of the Volunteer Coordinator, Training Coordinator, Signposting Coordinator, Fundraising Coordinator, Tech Coordinator and Safeguarding Officer.
- Overseeing the other Coordinators: checking in with them on how they're doing; offering guidance and advice when needed; following up the action points from meetings
- Feeding back to Walthamstow Migrants' Action Group (the campaigning organisation of which the Centre is a project) Trustee meetings once every two months

We're looking for someone who:

- Has beliefs and values that align with ours
- Preferably has experience organising other volunteers
- Can commit to up to 4 hours a week (at whatever time suits you) to keeping on top of tasks involved in the role, alongside coming to the Centre on Friday mornings
- Is organised and happy to use Gmail, Google Docs and Dropbox
- Is excited to be part of developing our small organisation!
- Has experience of the immigration system *would be particularly desirable, although not essential*

VOLUNTEER COORDINATOR

Tasks involved:

- Having initial discussions with potential volunteers including explaining more about what we do at the Centre and the volunteer roles
- New volunteer induction - ensuring new volunteers know our policies and have initial training
- Monitoring volunteers' attendance at training, especially regarding safeguarding and data protection
- Responding to volunteer enquiries
- Following up on references
- Updating the volunteer rota monthly (most of our volunteers at the Centre do not come every week and are rota'd according to their availability)
- Helping to foster an environment where volunteers feel supported and listened to as valued members of the whole Centre team
- Working closely with the Centre Coordinators to sort out volunteer issues or grievances according to our policies
- Meeting with the rest of the working group once a fortnight

We're looking for someone who:

- Has beliefs and values that align with ours
- Preferably has experience organizing other volunteers
- Can commit to 2-3 hours a week (at whatever time suits you) keeping on top of tasks involved in the role
- Is organised and happy to use Gmail, Google Docs and Dropbox
- Is excited to be part of developing our small organisation!
- Has experience of the immigration system *would be particularly desirable, although not essential*

TRAINING COORDINATOR

Tasks involved:

- Advertising training relevant to our volunteers that is available locally
- Surveying volunteers for training they would like to have
- Finding and contacting training facilitators
- Booking venues for training
- Advertising training we are running to our volunteers and other interested parties
- Organising regular induction training alongside the Volunteer Coordinator for new volunteers
- Meeting with the rest of the working group once a fortnight

We're looking for someone who:

- Has beliefs and values that align with ours
- Preferably has experience organizing training
- Can commit to 2-3 hours a week (at whatever time suits you) keeping on top of tasks involved in the role
- Is organised and happy to use Gmail, Google Docs and Dropbox
- Is excited to be part of developing our small organisation!
- Has experience of the immigration system *would be particularly desirable, although not essential*

FUNDRAISING COORDINATOR

Tasks involved:

- Thinking of new ways we could raise money
- Facilitating fundraising events
- Researching events that could be fundraising opportunities for us
- Helping with funding bids, including keeping the information included updated and making sure we send them off regularly
- Tracking funding applications when necessary
- Identifying potential sources of funding
- Meeting with the rest of the working group once a fortnight

We're looking for someone who:

- Has beliefs and values that align with ours
- Preferably has experience with funding applications or is otherwise willing to learn more in the area
- Has experience in fundraising
- Can commit to 2-3 hours a week (at whatever time suits you) keeping on top of tasks involved in the role
- Is organised and happy to use Gmail, Google Docs and Dropbox
- Is excited to be part of developing our small organisation!
- Has experience of the immigration system *would be particularly desirable, although not essential*

SIGNPOSTING COORDINATOR

Because we are a small organisation with a limited capacity, one of our priorities is to make sure that we can direct (or signpost) visitors to specialist organisations that can help with expert advice. Our understanding of what is involved with signposting well and responsibly is twofold:

- 1) that our information on services available (locally in London or perhaps as telephone advice) is up to date and accurate, and
- 2) that we follow up visitors who we have signposted to other services to find out about their experience.

The second of these will allow us to provide further support if needed and give us an understanding of services from the firsthand perspective of the migrant. We have systems in place for how to do this including scripts, template forms and the start of a database but we're looking for someone who is willing to come in to take the lead and give it the push it needs.

Tasks involved:

- Gathering information on other support services:
 - Coordinating volunteers who will be researching other services, including providing guidance and inducting signposting volunteers to our systems of gathering information, and checking in on how info gathering is going
 - Helping develop our current system of resource lists to include an easy to use database of resources with the help of our tech-savvy volunteers
 - Tracking information gathered to ensure it is current and accurate
- Overseeing signposting follow up
 - Collating information gathered in our signposting follow ups to feed it back into our resource lists
 - Preferably coming to the Centre at least once a month to oversee signposting follow up
- Meeting with the rest of the working group once a fortnight

We're looking for someone who:

- Has beliefs and values that align with ours
- Preferably has experience organizing other volunteers
- Preferably already has some knowledge or experience of other organisations supporting migrants in London
- Can commit to 2-3 hours a week (at whatever time suits you) keeping on top of tasks involved in the role
- Is organised and happy to use Gmail, Google Docs and Dropbox
- Is excited to be part of developing our small organisation!
- Has experience of the immigration system *would be particularly desirable, although not essential*

TECH COORDINATOR

Tasks involved:

- Overseeing development of a new database
- Ensuring that visitor data is being inputted at least on a monthly basis
- Ensuring website and social media is up-to-date
- Particular focus on making sure we're working in line with our data protection policy when online
- Meeting with the rest of the working group once a fortnight

We're looking for someone who:

- Has beliefs and values that align with ours
- Knows how to design / use databases and is a confident Excel user
- Can commit to 2-3 hours a week (at whatever time suits you) keeping on top of tasks involved in the role
- Is organised and happy to use Gmail, Google Docs and Dropbox
- Is excited to be part of developing our small organisation!
- Has experience of the immigration system *would be particularly desirable, although not essential*

SAFEGUARDING OFFICER

Tasks involved:

- Being safeguarding trained, if not already recently trained
- Ensuring our safeguarding policy is reviewed regularly, is accessible and is being adhered to
- Being sympathetic to the nuances of safeguarding within the Centre, particularly regarding the effects that immigration status have on accessing usual reporting processes
- Being the go-to person for safeguarding issues alongside the Centre Coordinators
- Meeting with the rest of the working group once a fortnight

We're looking for someone who:

- Has beliefs and values that align with ours
- ***Has safeguarding experience, especially with adults at risk***
- Is organised and happy to use Gmail, Google Docs and Dropbox
- Can commit to 2-3 hours a week (at whatever time suits you) keeping on top of tasks involved in the role. The likelihood is that this role will usually take less time than this, but you will need to be available for that amount of time if necessary
- Can attend the Centre at least once a month
- Is excited to be part of developing our small organisation!
- Has experience of the immigration system *would be particularly desirable, although not essential*