



VOLUNTEER COORDINATOR JOB DESCRIPTION

Project Play is searching for a new Volunteer Coordinator to join our team of volunteers in northern France in December 2021

Do you feel strongly about every child's right to play and education? Are you a fluent English and French speaker? Do you have abilities in managing competing priorities to tight deadlines, an understanding of people management, and want to stand in solidarity with the families living in transit on the France-UK border?

Project Play is a grassroots organisation facilitating structured play sessions for children who are living in informal migrant camps and safe houses across Calais, Grande-Synthe and the surrounding regions. We run sessions six days a week and are looking for a new Volunteer and Welfare Coordinator to play a vital role in the day-to-day implementation of our service.

Our sessions are designed to facilitate a safe space in which children coming through northern France can build resilience, nurture key developmental skills, create positive memories for themselves, and have fun. Through offering play-based psychosocial support, our team works to assist children and their families in minimising the impact of toxic stress, trauma and ongoing adversity. If this sounds like something you would be interested in joining us in, please proceed to the next page and send an email at recruitment@project-play.org to find out more. **Details on how to apply can be found at the bottom of this document.**

THE ROLE

As Volunteer Coordinator, there are some tasks which will be specific to your role and some which will be shared with the Activities Coordinator, Advocacy Coordinator, and Safeguarding and Child Protection Coordinator. We are a small group of people, so everyone that works with Project Play must be willing to take on a range of jobs and throw themselves into an ever-changing work environment. Please see below for some examples of the responsibilities you would have whilst working as Volunteer Coordinator at Project Play.

Your role-specific responsibilities would include:

1. Overseeing and making improvements, if needed, to the recruitment process, ensuring that we have a consistent and sufficient number of volunteers working on our team throughout the year.
2. Maintaining professional and reliable email communications with prospective volunteers, providing information where necessary and positioning yourself as an approachable, informative point of contact.
3. Conducting interviews and assessing a candidate's suitability.
4. Overseeing each volunteer's induction process, consistently reflecting on and improving the Project Play Volunteer Induction Week.
5. Offering our volunteers holistic support throughout their time working with us. This includes holding regular "check-ins" with them, ensuring their emotional welfare is supported at all times, soliciting feedback and actioning this to improve our service.
6. Producing the rota each week and delivering it to the team promptly.
7. Ensuring the upkeep of the team accommodation.
8. Carrying out our volunteer exit process, which includes (1) supporting our volunteers emotionally and practically as they get ready to leave, (2) gathering feedback from departed volunteers by way of our exit questionnaire, and (3) implementing this feedback into our organisational culture.
9. Proactively working to carry-out each stage of the recruitment process in a consciously inclusive and anti-discriminatory manner. This includes, but is not limited to, carrying out your work in adherence with Project Play's commitment to antiracism.

Your shared responsibilities would include:

1. Overseeing the day-to-day running of our sessions and upholding Project Play's core objectives at all times. This will include facilitating and leading our play sessions at least 3 days per week
2. Actively, continuously communicating with the families that attend our sessions and implementing their feedback into the way we work. This includes prioritising principles of Child Participation and parental involvement wherever possible.
3. Facilitating training for the team on a range of topics such as Behaviour Management, Intercultural Competence, and Our Work in Context. Supporting the established volunteer team to take the lead in trainings, improving them and developing new ones if needed
4. Fostering a positive working relationship with our partner organisations (such as Refugee Women's Centre, Collective Aid or Mobile Refugee Support) and signposting their services to people when appropriate. Feeding relevant information to these organisations when needed, particularly regarding security incidents, service changes and safeguarding concerns.
5. Upholding the highest standards in relation to safeguarding and child protection.
6. Ensuring the accountability of all team members, coordinators and partner organisations.
7. Budgeting and spending of our funds appropriately.
8. Maintaining a positive, communicative working relationship with the Project Play board, passing on relevant updates and partaking in team meetings.
9. Prioritising the welfare of the team and actively fostering a culture of teamwork and mutual respect.
10. Inclusively facilitating team meetings of different varieties. This may include our daily team meetings, pre-session briefs and post-session debriefs, bi-weekly Reflection Meetings or our weekly Activities Planning meetings.
11. Ensuring that our COVID-19 policies and protocols are being strictly followed by the team on the ground, in addition to being regularly, collectively updated as and when it is necessary to do so.

THE CRITERIA

Below is a list of essential criteria that all applicants are required to meet:

- ☐ You are bilingual. You are fluent in both English and French.
- ☐ You are over the age of 21.
- ☐ You are able to provide us with a valid criminal record check.
- ☐ You can commit to a minimum of 7 months, including a 1 month handover period with your predecessor.
- ☐ You have experience working with children and young people in a paid or voluntary capacity.
- ☐ You are an empathetic individual, with an evidenced ability to provide both welfare and practical support for others.
- ☐ You have a strong work ethic and the ability to work in a close-knit team.
- ☐ You are able to cover your day-to-day costs whilst in Calais, including your travel to and from northern France. There is a stipend of £575 per month to support you in this, in addition to an offer of free accommodation after the first month in our shared house (150euro for the first month rent). Please contact us at recruitment@project-play.org if you would like to discuss further the financial costs of living in Calais.
- ☐ You are able to deal with stressful situations and working in a challenging context, whilst simultaneously offering stability and support to the remainder of the Project Play team.
- ☐ You have a proven ability to maintain and keep on top of a high administrative workload.

Below you may find a list of desirable, non-essential attributes an applicant for this position would have:

- ☐ Knowledge of our working context of northern France, specifically in relation to migration and the UK-France border policies.
- ☐ You also speak Kurdish, Arabic or Farsi
- ☐ You have experience in project management, recruitment and/or human resources.
- ☐ A valid driving license.
- ☐ An understanding of the impact of trauma on childhood development.

- ❑ Previous training in child protection or safeguarding.
- ❑ A background in social work, education, community support, psychology, or project management.

To apply for the role of Volunteer Coordinator at Project Play, please either email us at recruitment@project-play.org with a CV/resume, or fill out our short application form at this [link](#). Either mode of communication will be warmly welcomed and you will receive a response within the week.

We value all types of experience, whether that is in a professional capacity or otherwise; early career are very welcomed, if you know you can do the job, please do not hesitate to apply