



## **JOB DETAILS**

Title:	Volunteer Coordinator and Logistics Officer- Migration Services
Duration:	Full time contract for one year, with possibility of extension
Salary:	€43,000-€50,000 relevant to experience
Job Family:	Co-ordinator <sup>1</sup>
Reporting to:	Migration Programmes Management

## **BACKGROUND INFORMATION**

The Irish Red Cross Society (IRC) is part of the world's largest independent humanitarian network, the International Red Cross and Red Crescent Movement. The IRC is committed to and bound by its Fundamental Principles of Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity and Universality. The vision of the Irish Red Cross is to be a leading humanitarian organisation, providing impartial services and support to vulnerable communities both at home and abroad. Our mission is to identify and deliver humanitarian assistance to those who are most in need.

## **SUMMARY OF ROLE**

The Irish Red Cross encompasses a variety of services including, but not limited to, the Ukraine Pledge Accommodation programme, IRPP mandated resettlement and the Gaza Minors Medical Initiative. The Irish Red Cross is tasked under its mandate as auxiliary to the Irish Government to co-ordinate offers of support from the Irish Public, to support the placement of refugees into suitable accommodation and to support the social integration of refugees at community level.

Under the direction of the Migration Programmes Management and working with a team of resettlement workers and wider administrative support team members, the post holder will be responsible for being the liaison between the casework team and the supporting volunteers.

This role requires coordination between the Volunteers and the Migration team ensuring that all requests for support (be they related to transport or integration support) are channelled appropriately and actioned with the oversight of the relevant caseworkers.

---

<sup>1</sup> This role is assigned to the Job Family of: Coordinator. The Irish Red Cross has 6 Job Families: Secretary General; Senior Manager; Programme/Project Manager; Coordinator; Development & Admin; Administration.



### ***ROLE RESPONSIBILITIES***

- To coordinate a team of volunteers from the membership who have volunteered to be a part of the Local Links Network.
- Keep record of volunteer time and expenses, processing in a timely manner.
- Work with the logistics team to coordinate transport to and from appointments when needed (both through the IRC fleet and private vehicles)
- Work with the National Services to assure the network of Red Cross Volunteers are inducted, trained and uphold the principles of the Red Cross Red Crescent movement.
- To receive requests from the Caseworker team (either for follow up support following a placement or transport assistance) and identify the most suitable volunteer (based on location) to support.
- To ensure that feedback reports from volunteers are passed on to the relevant caseworker who can then update the file for the clients.
- As directed, on occasion to work out-of-hours, or stay away from home overnight to attend meetings and/or conferences. This will be facilitated via time off in lieu as per organisational guidelines.
- To ensure that all Local Links Volunteers are aware of the appropriate boundaries of support expected of them in this role. Maintain an understanding of the Migration Services teams requirements to manage casework, as appropriate, providing information, signposting and advice for service users regarding their rights and needs.
- To support with the collations of housing inspection reports as carried out by IRC Volunteers on behalf of the Migration Services team ensuring that any questions raised to volunteers by pledgers are channelled to the appropriate team members for response.
- To ensure confidentiality in relation to all aspects of the service, including service user records are in line with new GDPR regulation and apart policies to be in line with such regulation.
- To undertake any other relevant duties within the overall scope of this post as may be required from time to time.
- Ensure that all paperwork relating to the Local Links and Volunteer support networks are completed in a timely fashion in line with the requirements of the finance department.
- Ensure compliance with required internal and external policies and procedures.
- Provide detailed reports on a regular basis.

### ***ROLE REQUIREMENTS***

#### ***Essential Criteria***

- Experience working with volunteers and logistics within the Charity or community sector.
- Strong multi-tasking skills.
- Excellent attention to detail.
- Strong interpersonal and communications skills with the ability to interact in a professional capacity with a diverse range of volunteers and external stakeholders.



# Crois Dhearg na hÉireann Irish Red Cross

- Ability to work under pressure and meet set deadlines.
- Ability to work efficiently as part of a team as well as independently.
- Proficiency in Microsoft Office and Excel.
- Ability to maintain strict compliance protecting confidential, sensitive information and materials.
- Full, clean driving license and access to vehicle
- Fluent levels of English, written and conversational.

## **Desirable Criteria**

- Third Level qualifications in Programme Management or similar
- Knowledge of the work of the Irish Red Cross or Red Cross Red Crescent movement
- Ability to speak additional languages (e.g. Ukrainian, Russian, Arabic, Pashtu, Dari) would be an advantage.
- Experience with logistics management software or volunteer management software such as Salesforce or D4H or similar would be an advantage.

## **FURTHER INFORMATION**

The Irish Red Cross is an equal opportunities employer. We value diversity and aspire to reflect this in our workforce. We welcome applications from people from all sections of the community, irrespective of gender, civil status, family status, sexual orientation, religion, age, disability, race or membership of the Traveller community.

This role requires applicants to have the right to work in Ireland.

The role is a full-time position based on a 35-hour working week. It may require occasional evening and weekend work.

## **APPLICATION PROCESS**

To apply for this position, please forward a copy of your CV, together with a cover letter to:

[jobs@redcross.ie](mailto:jobs@redcross.ie)

Your email should contain "Volunteer Coordinator-Logistics Officer – [NAME]" in the subject line. Applications should be in .pdf or MS Word format, and with file names in the following format: **<Surname>, <First name> - CV and <Surname>, <First name> - Cover Letter**

The closing date for applications is **5pm on 5<sup>th</sup> February 2025**.

It is intended to hold initial interviews for this role on the week of the 10<sup>th</sup> February 2025.