

Senior Coordinator Job Description

The Dignity Centres are where we do the real work of supporting refugees. Everything we do as an organisation revolves around this activity so the role of Coordinators are absolutely critical.

Both Senior Coordinator and Centre Coordinator both need to know how to run the Centre alone so the job roles are similar.

The Senior Coordinator has **ultimate authority over all decision-making** in the Centre and the key point of **contact with Head Office**.

The person

- Ability to stay calm and work under pressure in a highly emotional environment
- Very clear communicator, able to **lead** a constantly changing team and clearly **enforce** rules
- Stay emotionally resilient and practice self-care while also remaining compassionate to the needs of other people
- Constantly thinking about **how to provide a better service** within the resources available
- Competence with Microsoft Teams, Excel, Word and digital file management

The role: Running the Centre

- Ensure it is always welcoming, clean and tidy
- **Maintain and repair all the fixtures, fittings and equipment**
- Ensure the services are always ready to serve members during opening hours
- **Pay suppliers or ensure the Head Office knows when to pay**

The role: Supporting Members

- Welcome Members to the Centre and be clear how we can help them
- Manage their demands, determine their eligibility and give them access to the services
- Treat everyone equally

The role: Managing volunteers

- Welcome new volunteers and give every one of them a tour and explanation of the Dignity Centre
- Ensure that they are aware of our code of conduct, safeguarding policy and rules about how we work, and that they adhere to them
- Ensure that they are safe and well supported
- Hold a daily briefing meeting to check in on their wellbeing, keep them informed about why we do what we do and listen to their ideas
- **Encourage them to fundraise**

- **Ensure the volunteer apartment has everything needed for volunteer comfort and safety**
- Model the behaviour we expect from volunteers

The role: Reporting to Head Office

- Inform them immediately of any causes for concern, safeguarding issues, accidents
- Support fundraising efforts with photos, videos and stories
- Collect monitoring and evaluation data on what and how we are delivering
- Ensure careful management of financial resources and account for all expenditure on Xero
- **Suggest how Centres can be better supported**

The role: Working with others

- **Identify partners who can help us support members and work collaboratively to build good working relationships with them**

Compensation

- Free to use accommodation
- Remuneration of €1,000-€1,500 per month
- Encouraged to minimise working out of normal hours and to take regular half days away from work during the week when necessary
- Paid break of one week every 3 months and strongly encouraged to take this

The charity (1174070)

- Supports refugees by giving people who care the opportunity to show solidarity in dignified, meaningful ways.
- Volunteer-focused organisation with over 1,500 volunteers from over 40 nations
- Currently has centres in Moldova and Cyprus but has also operated in Greece, Bangladesh & Mexico and is built to respond quickly to emergencies
- Reinvigorated Board of Trustees with fresh, [ambitious plans for the next 3 years](#)
- Everything centres around dignity and solidarity. Please visit [the website](#) to find out more