



## 1. Overview

The Volunteer Coordinator will be the first point of contact for all volunteer applicants. He/she will oversee the volunteer application process including interviews. The Volunteer Coordinator is responsible for the entire volunteer journey from application to Help @ Home projects. Additionally, the volunteer coordinator is responsible for ensuring that each of the volunteer placements are fully booked, (Approximately 60 volunteers a year), by managing our recruitment websites and providing real time support and guidance for all of our volunteers prior to departure to Indonesia. The Volunteer Coordinator will work closely with the Social Media Manager to create high quality content in keeping with the Bukit Lawang Trusts Social Media Strategy.

## 2. Salary & Benefits

- 600,000IDR a month expenses allowance.
- Airport pick up & drop off.
- Accommodation, food and transport for the duration of employment.
- Comprehensive training & development.
- 6 Weeks paid holiday a year.
- Free training in a range of subjects including (but not limited to) First Aid, Bahasa Indonesia, Environmental Conservation, Natural Resource Management, Media & Marketing, culture & diversity and coaching skills.
- Relocation & travel opportunities for long term candidates.
- Up to 5 free fitness classes a week.
- Visa Sponsorship (if applicable).

## 3. The Volunteer Coordinator is responsible for:

### 3.1 – Education and volunteer development

- Recruiting volunteers from around the world onto all of the Trusts programs to ensure operational capability.
- Support volunteers through their application process and guide them in visa applications and preparations prior to departure.
- Monitoring volunteer progress throughout their placements & take the lead on 'organised fun' for volunteers living at the Trust.
- Maintaining a positive learning environment for all beneficiaries, students & staff in keeping with the Trusts Code of Conduct.
- Safeguarding volunteers, staff and students. (any successful candidate will receive comprehensive training and guidance on the BLTs safeguarding policy and any associated procedures in place).
- Assist the Program Managers in the running and organization of our supporting projects.
- Support all volunteers with their volunteer journey and Help @ Home project.
- Participate in staff training as and when required including annual 1<sup>st</sup> aid training.

**Job Description: Volunteer Coordinator  
Bukit Lawang Trust**



- Assist the program managers in the delivery of a weekly pub quiz.
- Work with the management team to organize weekly outings for volunteers.

### 3.2 – Advertising & Recruitment

- Work with the Social Media manager to advertise volunteer placements and opportunities on the Trusts range of social media platforms.
- Advertise the Trust to international volunteers via our recruitment platforms.
- Seek out and establish new recruitment platforms, and establish agreements with universities and colleges around the world to set up placement opportunities.
- Recruiting and organising volunteer interviews in liason with Program managers.
- Ensure all incoming volunteers receive sponsor letters.
- Keep volunteer matrix up to date and correct.
- Save all volunteer documentation on the BLT Server.
- Manage monthly marketing campaigns to raise funds for the Trust.

### 3.3 – Administration

- Replying to all emails/ messages directed to the Volunteer Coordinator and forward relevant emails to the required staff members.
- Respond to all volunteer and public enquiries in a timely manner and refer queries to the relevant party as required.
- Liaise with the Director of Operations to design and amend volunteer placements, opportunities and marketing methods.
- Arrange transport with the Transport & Logistics coordinator as required.
- Work alongside the Trust team to show visitors around the Trust.
- Assist the Social Media Manager in overseeing the Bukit Lawang Trusts Alumni network and social media pages.

### 3.4 – Finance & Fundraising

- Encouraging fundraising for the Trust via all means, including arranging the weekly pub quiz.
- Seek funds to sponsor staff and students through education and university as and where possible.
- Support the Director of Operations in seeking out and securing funding and sponsorship for the Trust from a range of sources and donors.

### 3.5 – Transport & Logistics

- Order BLT T-shirts as and when required and distribute necessary amount to Bukit Lawang volunteers, staff and partners.

### 3.6 – Community Engagement (Hearts & Minds)

- Immerse yourself in the community, attend weekly Bahasa/ English lessons held at the Trust to improve your language skills.
- Attend community events such as weddings funerals, parties etc.
- Go out and meet staff at guest houses on a regular basis to maintain good relations with the community.
- Work with prominent community figures to raise awareness of Trust/Extend reach of Trust.
- Take a lead on community action and awareness raising campaigns.

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#### 4. Additional Responsibilities

- **Additionally, you may be required to assist the Director of Operations in duties and responsibilities not aforementioned on an adlib basis.**

#### 5. Agreement

This agreement is a conditional rolling contract starting with a 4 month probation period to be conducted remotely (away from Bukit Lawang). During which time the Bukit Lawang Trust reserves the right to terminate employment without notice. The Volunteer Coordinator must give at least 3 months' notice before leaving the Trust. In cases of redundancy (excluding breaches in Bukit Lawang Code of Conduct) the Trust will provide 3 months' fully paid notice as a minimum, as long as the redundancy occurs after the 4 month probation period.

#### 6. Requirements

- Confident using social media platforms including (but not limited to) Facebook, Instagram, Twitter, Linked-in.
- Competent in content creation for a range of social media platforms and marketing software packages.
- Experience working with a multicultural, multinational team.
- Understanding of the Bukit Lawang Trusts goals and objectives & its programs.
- Understanding of the 17 sustainable development goals.
- Competent in Microsoft Word, excel, and other office tools.
- Experience in fundraising/ crowdfunding
- Experience in donor and sponsorship acquisition.
- Experience in web design & SEO.

*All applicants should note that much of this role includes actively working in the local community of Bukit Lawang, the Sumatran Tropical Rainforest and across North Sumatra. This role can be very active and physically challenging at times. Moreover, medical and psychological support networks are largely unavailable, with the nearest hospital being over 4 hours away in Medan City.*