

Offene Arme e.V. (Chios) – Distribution Warehouse Coordinator

Updated May 2025



Job Title: Offene Arme Distribution Warehouse Coordinator

Location: Vagia 122, Kampos 82100, Chios, Greece

Prerequisite: Need to be a EU Visa holder for the full length of your stay

Responsible to: Field Coordinator

Responsible for: General Volunteers

Please note that Offene Arme cannot provide documents to enable your stay - we can only accept applicants who do not require a visa or residence permit to stay in Greece. If you are not an EU national please provide proof of permission to reside in Greece with your application for this role.

Offene Arme e.V. (OA) is a well established locally based NGO which mainly focuses on distributing clothes, food and hygiene products to the ever changing population of refugees and asylum seekers on the island of Chios from our warehouse and free shop.

We are looking for an open-minded, flexible and stress resistant person to join our coordination team, happy to work in a small and diverse team of volunteers and able to adapt to an ever-changing environment.

Purpose:

Two Distribution Warehouse Coordinators work closely with and report to the Field Coordinator. They share responsibility for the management of the free shop, other distributions, daily operations of the warehouse, supplies management of volunteers, and the maintenance of a safe environment for all users of the building and surrounding outdoor area.

Key Responsibilities:

All responsibilities referred to in this Job Description apply equally to the two Free Shop and Warehouse Coordinators.

Volunteers:

- Take day to day responsibility for management of volunteers on the ground to include induction and training in all aspects of their roles on the shop and warehouse, effective delegation of tasks to the team, ensuring all tasks are understood and are completed in a timely manner, providing support where appropriate and managing breaks, lunches and lifts.
- Ensure that good communications take place within the team
- Ensure appropriate signage and communications within the shops and distributions, appropriate for both people using the shops and for volunteers
- Help the Field Coordinator to ensure that the welfare needs of the volunteers are being met and that all volunteers understand and adhere to the code of conduct of the organisation
- With Field Coordinator identify and train a volunteer supporter (if there is one) and share the responsibility for planning and management of the shop and warehouse tasks with them as appropriate

Health and Safety:

- Maintain a physically and emotionally safe, secure, clean and welcoming environment for all users of the shop and warehouse both inside and outside the building and including the local shop
- Be sensitive to the needs of the people we serve by maintaining a safe and calm space in the shop and warehouse

Distributions:

- Oversee the operation of the free shop and other distributions ensuring that all people in the shop or at distributions are treated fairly and appropriately according to their needs, and that all supplies and donations received are treated with respect and distributed in a fair manner,
- Manage and record communications with the people both in the shop and via WhatsApp on the OA phone and on Google Drive.
- Maintain the records of all distributions and provide weekly and monthly reports of all activities to the Field Coordinator/Field Coordinator's assistant
- Act with confidence and competence in a timely manner to deal with any issues that arise for the people we serve and the volunteers
- Maintain an up to date knowledge of the current needs and requirements of the population of refugees and asylum seekers on the ground.
- Help the Field Coordinator to plan special and seasonal distributions

Stock/Supplies:

- Manage the stock in the warehouse, the free shop, the local shop for emergency distributions and the supplies coming
- Maintain documentation of incoming and outgoing stock and donations and ensure that all deliveries are managed following the OA delivery procedure and provide weekly and monthly reports of all activities to the Field Coordinator/Field Coordinator's assistant
- Oversee sorting, sizing and quality monitoring and storage of all NFIs according to the standards of OA
- Have an overview of current stock levels and work closely with the Field Coordinator to anticipate future needs
- Monitor and maintain supplies of disposable items for the warehouse and the shops i.e paper tape, shopping bags, cleaning materials, and stationary.

Other:

- Communicate closely with the other Distribution Warehouse Coordinator and agree on how the role is divided on a day to day basis by mutual agreement and with the agreement of the Field Coordinator.
- Communicate regularly with and support the Field Coordinator as required
- Organise and attend daily meetings and debriefs and provide daily updates to the team and daily debriefs after every shop opening or other distribution
- Attend regular and emergency coordination meetings
- Provide weekly activity reports for social media, and other updates as required
- Take regular photographs of the team and the work we do - with other coordinators or delegated volunteers
- Provide transport for volunteers and supplies when required, and manage the OA vehicles to ensure they are looked after properly, including regular check ups - with other coordinators and drivers
- Participating in induction of other volunteer van drivers

