

 Senior Support Assistant – Refugee Support

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| **Job Level**  | Level 2a  | **Job reference No.**  | TBC  |
| **Role review**  | TBC  |
| **Directorate**  | RSRFLAT | **Service/Function**  | Refugee Support  |
| **Reports to**  | Service Manager  |  |   |

Scale and scope of role

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| --- | --- | --- | --- |
| **Direct reports**  | N/A  | **Indirect reports**  | N/A  |
| **Budgetary** **responsibility / accountability**  | N/A  | **Accountability for other resources**  | Daily cash handling and reconciliation, invoicing and procurement  |
| **Reach and impact**  | The overall purpose of the role is to ensure efficient and reliable administrative and triage support is provided to the Refugee Support team in South Yorkshire in order to support high quality service delivery to people in crisis.    |

Context

The British Red Cross refuses to ignore people in crisis, whoever and wherever they are. We are part of a global voluntary network, responding to conflicts, natural disasters and individual emergencies. We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities.

And when the crisis is over, we help them to recover and move on with their lives.

Our values and principles

[Our values](http://www.redcross.org.uk/About-us/Who-we-are/Our-values) (compassionate, courageous, inclusive and dynamic) underpin everything we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its [fundamental principles:](http://www.redcross.org.uk/principles) humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

Purpose of the role

The overall purpose of the role is to ensure efficient and reliable administrative support is provided to Refugee Support team in South Yorkshire in order to support high quality service delivery to people in crisis.

# Main responsibilities

## 1. General administrative duties

**>** Efficient and reliable administrative support is provided to the Refugee Service in line with agreed standards

## 2. Data Management

**>** Electronic and paper-based filing and database systems are maintained in accordance with quality standards and data protection

**>** Ensures collection and collation of data to agreed standards, by engaging with caseworkers, internal / external stakeholders and service users where appropriate

**>** Provides project updates and reports and works collaboratively with line manager to ensure effective information management systems are in place

**>** Confidentiality and data protection is maintained in relation to all aspects of the service

## 3. Responding to external enquiries

**>** External enquiries are responded to appropriately in accordance with agreed procedures and standards

**>** Works with line manager / caseworkers and volunteers to support and implement effective screening / triage procedures in order to identify and respond to critical issues in a timely manner, ensuring casework intervention where appropriate

**>** Client vulnerabilities are identified and escalated or responded to as appropriate

**>** Effectively oversees volunteers providing triage duties, providing support and guidance and monitoring wellbeing

**>** Health, safety and security implications are identified and responded to or escalated as appropriate

**>** Database of external agencies is maintained to enable appropriate referrals and signposting

## 4. Risk management

**>** Follows procedures, policies and guidance to ensure a safe, effective and efficient environment

**>** Risks and health and s*a*fety issues are rapidly identified and escalated as appropriate

**>** Service user risks are identified, managed and/or escalated as appropriate

**>** Safeguarding concerns are identified and receive appropriate responses according to policies, procedures and good practice.

## 5. External partnership

**>** Good working relationships with external partners are established and maintained as required for the role

**>** Issues are identified and escalated as appropriate

## 6. Financial processes

**>** Cash handling, banking, invoicing and procurement are effectively carried out in accordance with policies, procedure and good practice

**>** Works closely with management / senior management to establish and maintain robust systems and ensure financial accountability

## 7. Volunteer management

**>** Works with line manager and other departments to ensure future requirements for volunteers are identified within a workforce plan

**>** Volunteers receive effective line management support to enable delivery of administrative and triage functions of the service

**>** Relevant policies, procedures and good practice are understood and adhered by volunteers to ensure a safe, effective and efficient environment and service delivery in line with agreed standards

**>** Works with People and Learning teams to ensure effective recruitment and induction volunteers as required for the service

## 8. Team worker

**>** Works to ensure Behaviours Framework is embedded within service

**>** Colleagues supported as required

**>** Contributes effectively to team meetings

**>** Suggests improvement to support continuous development

**>** Provides contingency cover for colleagues in periods of absence as requested by line manager

## 9. Other duties

**>** Perform clerical and administration duties commensurate with the post

**>** Proactive in supporting own professional development

Staff may not unreasonably refuse a request to undertake any task which is appropriate to their level for which they have the necessary skills and/or experience. Any resulting change to their objectives and priorities will be discussed and confirmed with their line manager

Pre- engagement checks

Criminal Records

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| England and Wales - Disclosure and Baring Service Check (DBS) |
|  **>** Enhanced - Child and Adult Workforce  |

Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis in the UK. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone, regardless of; age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate and we want you to be able to bring your authentic-self to the Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness

Person Specification

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|   |  | **Requirement**  | **Evidenced obtained through** **Shortlisting (S)** **Interview (I) or** **Assessment (A)**  |
| **Knowledge and Skills**  | Essential  | Organisational skills – planning, managing and monitoring own and others workload English language proficiency – ability to produce clear, well-structured, detailed text on complex subjects; can understand a wide range of demanding, longer clauses; can use language flexibly and effectively for professional purposes IT literate. Experience of using email, word processing, databases and spread sheet packages Time management skills – responding to and prioritising a range of competing demands Educated to GCSE level or equivalent by experience An understanding and empathy with the needs of refugees and asylum-seekers    | S    S    S     S   S    |            I     I  |   |
| Desirable  |  Demonstrate flexibility and open mindedness Knowledge and ability to demonstrate an understanding of issues such as confidentiality, data protection, and health and safety Ability to collate a range of management information including statistical information and user feedback Knowledge of a foreign language widely used in the refugee community Knowledge of legislation relevant to the delivery of the service Experience of maintaining effective working relationships   |            S  |  I  I  I  I       I    |            |
|   |   |   |   |   |

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| **Experience**  | Essential  |  Experience in a support or administrative role Experience of working with volunteers Experience of working with vulnerable people  | S   S        |   I       |   |
| Desirable  | Experience of working in a team in a high-pressure environment Experience of working with interpreters and communicating with people who do not speak English as a first language   |   | I   I     |   |
| **Behaviours**  | **Focussing on people in crisis** **>** Finds ways to define and continually improve services for people in crisis **Solution focussed** **>** Uses a range of methods to identify solutions and make decisions, involving others where appropriate **Working collaboratively** **>** Pro-actively builds collaborative relationships internally and externally **>** Manages relationships and partnerships for the long term – sharing insights, building trust, constructively and openly tackling conflict in order to agree solutions **Communicating and influencing** Uses their understanding of others to tailor and choose the approach that will have the greatest impact   |   |    I        I        I         I  |   |
|   | Essential  | **>** Ensures inclusive practice and promotes diversity  **>** Uphold the Fundamental Principles and act with integrity, in accordance with the Society’s  |   |    |   |
|  |  |  | obligations and values (inclusive, compassionate, courageous, and dynamic)  |  |  |  |
|  |  | **>**  | Ensure anti-discriminatory practice and promote diversity  |  |  |  |

We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act) who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.