

Job description and person specification

Project Coordinator – Refugee Support			
Job Level	Level 2b	Job reference number	
Area / department	Refugee Support and Restoring Family Links	Region / division	South East
Work location	Area based	Reports to	Service manager (enquiry line)
Role duration	12 month fixed term	Last updated	Feb 2023

Scale and scope of role

Direct reports	Up to 10 volunteers	Indirect reports	None
Budgetary responsibility / accountability	n/a	Accountability for other resources	IT equipment and organisational items as required
Reach and impact	As part of the Refugee Support and Restoring Family Links team, the Project Coordinator will be responsible for developing, coordinating and delivering the Enquiry Line project for refugees, asylum seekers and other vulnerable migrants in the southeast area and will undertake a range of duties designed to develop, maintain, promote the service.		

Context

We help people in crisis, in the UK and overseas. As part of a global voluntary movement, we respond to conflicts, natural disasters and individual emergencies, helping vulnerable people to prepare for, withstand and recover from emergencies.

Our principles and values

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: humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

Directorate overview – Refugee Support and Restoring Family Links

For people in crisis, as a result of their migration status, in need of protection, displaced and

often having experienced family loss and separation our Refugee Support and Restoring Family Links team will deliver on our unique position and responsibility as part a truly global humanitarian organisation, present at every stage on the migratory trail to:

- > Reduce destitution and exploitation
- > Restore family links and facilitate reunion
- > Challenge stigma and build inclusion
- > Ensure protection and empower people to make positive decisions to regain control of their lives

We will do this by mobilising the power of humanity through three distinct vehicles for change – advocacy, service delivery and by creating the right environment. We will engage with our service users and use their experience and evidence to inform our development and delivery and will seek out opportunities to build productive alliances across the UK, wider movement and beyond to enable delivery on our mission at the earliest opportunity. To deliver on our mission, we will focus on:

- > Strengthening the sector in which we operate
- > Ensuring all our services are truly accessible and developed through a process of inclusion and collaboration
- > Achieving policy change through effective advocacy underpinned by our extensive operational evidence
- > Develop key alliances, locally and nationally to increase public understanding and create a more welcoming environment
- > Develop partnerships to increase restricted / grant funding
- > Promote wellbeing and ensure inclusive, accessible and diverse development opportunities to engage with, work or volunteer

Local context

The Southeast Refugee Support team provides access to practical support, information and advice to people affected by asylum and immigration issues across the area. Within the Southeast, you will be a part of the Enquiry Line team with a specific focus on responding to incoming requests for assistance.

We work in partnership with many organisations across the southeast to ensure that we provide suitable responses to the full range of enquiries that we receive. This may include the provision of destitution, casework, Family Reunion, Asylum, young refugee and many other forms of support. All of our frontline services are supported by trained volunteers, under the supervision of our staff coordinators. Through effective signposting, referrals, advice and advocacy support we enable service users to access their rights and entitlements as well as the services they need.

The southeast team covers the whole of Kent, Surrey, Sussex, Hampshire, Oxfordshire, Berkshire, and Buckinghamshire. Due to this widespread area, our team is based out of several offices, with a percentage of time homeworking.

Purpose of the role

As part of the Refugee Support and Restoring Family Links team, the Project Coordinator will be responsible for developing, coordinating and delivering the Enquiry line project for refugees,

asylum seekers and other vulnerable migrants in the Southeast area and will undertake a range of duties designed to develop, maintain, promote the service.

This is a role where you will be working alongside a small staff team, and a large body of volunteers, to ensure that we can quickly respond to all the enquiries that come into our widespread team.

This 'first point of contact' for our service users, is vital in ensuring that they are given timely information, triage incoming requests and if appropriate move the enquiry onto our casework service.

Where possible or suitable, we signpost enquiries to a more relevant service, ensuring that those who do work with, get our full attention, and we work with them, towards quality outcomes.

We use a range of call centre technologies to ensure that people can access our service and are in the process of developing the service to ensure that we are as accessible, timely and proactive as possible.

This role will be part of the day-to-day operations and enquiry handling team, develop and train volunteers and manage them going forward. A specific aim will be to ensure that all volunteer induction materials relating to this role are full create, tested, and updated to support the team long term.

Main responsibilities

1. Service delivery and development

- > Service users receive a high quality person-centred and responsive service
- > Services are delivered to agreed standards and in line with relevant policies, procedures and good practice
- > Services are accessible and promoted in a culturally sensitive way
- > Works with line manager and colleagues to identify and support service development and improvement
- > Resources and emergency provisions are used and distributed in line with agreed good practice, policies and procedures

2. 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 service delivery
- > Relevant policies, procedures and good practice are 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

3. Service user engagement and involvement

- > Effective processes are in place and followed to allow people with lived experiences to contribute to service delivery, design and development, in line with agreed organisational approaches
- > Service users have appropriate opportunities to provide feedback on the service which is then used for service improvement.
- > Where opportunities exist, service users are supported to engage in advocacy and communications opportunities in line with good practice and ethical guidelines

4. External Partnership and sector engagement

- > Services are delivered and developed in coordination with the wider sector
- > Issues are identified and managed or escalated as appropriate
- > Good working relationships with external partners are developed and maintained as required for the role and with reference to line manager
- > Develops and maintains effective referral pathways to ensure holistic package of support for service users
- > Provides technical guidance to external agencies regarding rights and entitlements of service users where appropriate

5. Risk management and escalation

- > Follows procedures, policies and guidance to ensure a safe, effective and efficient environment
- > Risks and health and safety issues are rapidly identified, managed 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.

6. Data management

- > Electronic and paper-based filing and database systems are maintained in accordance with quality standards and data protection
- > Provides project updates and reports as required and works collaboratively to ensure effective information management systems are in place
- > Confidentiality and data protection is maintained in relation to all aspects of the service

7. Monitoring and evaluation

- > Supports the implementation of monitoring procedures and ensure information is fed into structured evaluation, learning and advocacy processes

8. Workforce learning and development

- > Learning and development activities for volunteers are implemented, including delivering training, in accordance with quality standards and agreed organisational approaches

- > Works with colleagues to contribute to developing new training material and guidance
- > Learning and emerging training needs are identified and shared as appropriate throughout the organisation
- > Reflective practice is used and promoted for development purposes

9. Budget and finances

- > Financial procedures, policies and good practice are followed as required for the service to ensure financial accountability
- > Works with service manager to ensure service are delivered within budget framework

10. Local and national advocacy and awareness raising

- > Plans and implements local awareness raising and advocacy activities with reference to Service Manager and in line with agreed organisational approaches
- > Effectively contributes to national advocacy and communications efforts where possible
- > Plans and implements activities to build inclusion for refugees and asylum seekers, for example during Refugee Week, with reference to Service Manager and in line with agreed organisational approaches

11. 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

12. 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

Person specification

NB this document will be used to develop a short list of applicants for any vacancy for this role and then be used in the subsequent selection process. It will then form the basis of a development plan for an individual appointed to this role

Skills	Requirements
	<ul style="list-style-type: none"> > Organisational skills – planning, managing and monitoring own and others workload** > IT literate. Ability to use email, word processing, database and spread sheet packages** > English language proficiency; can understand the main ideas of complex text including technical discussions in their field of specialization, can produce clear text; can use language flexibly and effectively for professional purposes; can understand a wide range of demanding, longer clauses, and recognize implicit meaning**. > Ability to support, manage and develop volunteers** > Excellent communication skills, including: <ul style="list-style-type: none"> - ability to communicate with people from diverse cultures and those whose first language is not English** - ability to influence and adapt communication style to different audiences** > Ability to work as part of a team in a high-pressure environment** > Proven ability to ensure sensitive, safe and ethical working practices within projects working with vulnerable groups of people.** > Reflective practice – ability to pause, draw out learning from experience, listen to others and improve practice > Presentation and facilitation skills** <ul style="list-style-type: none"> > Ability to listen, empathise and provide emotional support to highly distressed and vulnerable people in crisis** > Ability to speak a language widely spoken by the

	refugees/asylum seeking community
Knowledge (including education and training)	<ul style="list-style-type: none"> > Understanding of issues relating to refugees and asylum seekers and other vulnerable migrants** > Educated to GCSE or equivalent by experience** > Understanding of the needs led user focused philosophy > Knowledge and understanding of the roles, functions and purpose of statutory and non-statutory agencies in the field of refugees and other vulnerable migrants > Understanding of working with interpreters in group settings** > Knowledge of local area and available services > Good working knowledge of IT systems in general
Experience	<ul style="list-style-type: none"> > Experience of cross-agency partnership and collaborative working > Experience of managing, supporting and developing volunteers or staff > Experience of delivering learning and development activities > Experience of working with vulnerable people with complex needs**
Behaviours	<p>Solution Focussed</p> <ul style="list-style-type: none"> > Anticipates obstacles, thinks ahead about next steps and contingencies > Uses a range of methods to identify solutions and make decisions, involving others where appropriate <p>Pro-actively builds collaborative relationships internally and externally</p> <ul style="list-style-type: none"> > Manages relationships and partnerships for the long term – sharing insights, building trust, constructively and openly tackling conflict in order to agree solutions

	<ul style="list-style-type: none"> > Helps others to understand the common ground <p>Actively addresses the needs of people in crisis</p> <ul style="list-style-type: none"> > Finds ways to define and continually improve services for people in crisis > Uses knowledge of the needs of people in crisis to feed into ongoing planning and shaping of services
<p>Additional requirements</p>	<ul style="list-style-type: none"> > 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. ** > Willingness to work flexible hours on occasion with prior agreement of line manager** > Occasionally support with emergency response operations, with prior agreement of line manager** > Able and willing to travel and work around the South East area as necessary and occasionally elsewhere in the UK, including overnight stays as required ** > Current driving licence valid for use in the UK and prepared to use your own vehicle to drive service users and possibly their children; willingness to obtain business insurance as needed **

*NB All disabled candidates who meet the minimum criteria, denoted by **, will be short-listed for interview in line with our commitment under the two-tick symbol scheme.*