

International Family Tracing Service Coordinator

Job Level	2b	Job reference No.	3694
		Role review date	March 2021
Directorate	Refugee Support & Restoring Family Links	Service/Function	International Family Tracing
Reports to	International Family Tracing Service Manager		

Scale and scope of role

Direct reports	None	Indirect reports	None
Budgetary responsibility / accountability	None	Accountability for other resources	None
Reach and impact	<p>As part of the Restoring Family Links team, this role has responsibility for coordinating and delivering quality casework services within a designated geographical location. This role will provide a strengthened connection to the Refugee Family Reunion team as part of our Restoring Family Links activity.</p> <p>Reporting to the International Family Tracing Service Manager and within a peer group of Service Co-ordinators across the United Kingdom, this role will manage the service delivery and contribute to the service development, as part of the wider national refugee support and restoring family links team</p>		

Context

We help anyone, anywhere in the UK and around the world, get the support they need if crisis strikes: connecting human kindness with human crisis.

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.

We are part of the global Red Cross and Red Crescent humanitarian network.

Our values and principles

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.

Purpose of the role

The Service Co-ordinator has responsibility for coordinating the volunteer base and delivering quality casework within the geographical location, supported by the IFT Service Manager. They will be supporting

a team of volunteers through training and our work with beneficiaries, maintaining and organising the casework load and further developing the services with the support of the Service Manager. The post holder will undertake a range of duties designed to maintain, promote and improve this valuable service.

The post holder in conjunction with the IFT service manager will be responsible for implementing and maintaining safe, high quality, needs-led services within the geographical location. They will be working collaboratively with existing and new volunteers, potential service users and other agencies in the provision of service delivery, development and promotion.

Main responsibilities

1. Service Delivery

- Ensures the delivery of demonstrable quality assured International Family services, embedding quality into all aspects of service delivery to ensure the people we support are at the heart of what we do.
- Meets service delivery targets and timeframes as per the Quality Standards framework
- Ensures the service is delivered in line with the principles of person-centred support planning
- Co-ordinates a team of volunteers to carry out IFT Casework, Admin, Outreach and Local search activities.
- Ensures all those contacting the team receive excellent customer service at all times, and that enquiries are dealt with promptly and efficiently
- Ensures all outbound tracing enquires are checked and are of high quality
- Undertakes casework on behalf of service users including conducting interviews (as required) and follow up work and support where necessary
- Develops operational activity, progressing on agreed plans and service targets
- Works with people in vulnerable situations such as unaccompanied and separated children, victims of trafficking, and detainees who may be experiencing emotional distress, mental health issues caused or exacerbated by their situation and who may have a broad range of concerns beyond tracing.
- Ensures sufficient Service User feedback is gathered and analysed to underpin and improve effective service delivery
- Identifies local changes and trends that may impact on or create new opportunities for IFT work
- Works closely with disaster management peers to ensure contingency plans in place for emergencies in the UK and abroad that may cause family separation.
- Performs administrative tasks related to delivering the service (such as processing invoices and raising purchase orders)

2. Volunteer Co-ordination and Management

- Provides strong robust volunteer management in line with BRC policies and good practice, with reference to the Volunteering team and the IFT Service Manager
- Ensures opportunities to volunteer or work within the service are accessible to a diverse community, reflecting the nature of our service users
- Contributes to the recruitment and support of volunteers through close working with the Service Manager and People and Learning team
- With the Service Manager, responsible for training, development and support for volunteers
- Ensures that volunteers are competent to deliver services
- Ensures there are robust working practices and specialist support in place to ensure the wellbeing of all volunteers is maintained and enhanced
- Ensures service standards and access routes to appropriate learning opportunities and support for volunteers are in place

3. Outreach and Promotion of the service

- To promote and publicise the service, with sensitivity and cultural awareness, within the geographical location by undertaking presentations and talks, and utilising the media wherever possible
- To gather consent from service users to use case studies of successful cases for promotional purposes
- To support outreach, particularly through partnerships with other agencies including 'drop-in' access for service users at partner agency premises

4. People and culture

- Ensures the right volunteers are in the right roles with the right support. This includes ensuring volunteers continue to operate to the highest standards and health and safety regulations are implemented and maintained across all areas of activity.
- Actively participates in all team meetings
- Supports other team members
- Work and behaves in accordance with all BRC policies and procedures
- Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamic).

5. Relationship management

- Builds collaborative and effective relationships across the RSRFL operational unit and with a range of wider internal stakeholders (e.g. Communications, P&L and local Fundraising teams)
- Proactive in approaching local providers, partners and other stakeholders to identify possible gaps in the provision of support for vulnerable people in the geographical location

- To collaborate with colleagues in other Areas to establish effective working relationships and share learning within the UK

6. Risk management

- Working collaboratively with the Service manager and International Family Tracing management team, ensures effective policy, procedure and guidance is in place across the operational unit.
- Ensures rapid escalation and management of identified risks and health and safety issues

7. development

- To assist the International Family Tracing Service Manager to identify opportunities and funding streams for the development of the service in line with identified needs or income generating schemes

8. Systems

- Ensures that the IFT National database is maintained, data is recorded within the appropriate timescales, and that the data is used to help monitor and develop the services to ensure seamless service support to service users

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

Type of criminal record checks required for this role

England and Wales - Disclosure and Baring Service Check (DBS)
➤ Enhanced - Child and Adult Workforce
Scotland
➤ Protecting Vulnerable Groups (PVG) – Adult & Child
Northern Ireland
➤ ACCESS_NI - Enhanced Vulnerable Adults and Children

Drivers Checks

➤ Not required but desirable

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

		Requirement	Evidenced obtained through Shortlisting (S) Interview (I) or Assessment (A)
Knowledge and Skills	Essential	<p>Demonstrable awareness of current affairs, world geography and cultural affairs, including current and past conflict situations</p> <p>Understanding of how to monitor and improve service quality for the benefits of users through active consultation</p> <p>Ability to maintain accurate records, file management and has meticulous attention to detail</p> <p>Deliver training</p> <p>Ability to contribute to the development and achievement of operation plans</p> <p>Build strong and effective alliances and relationships</p> <p>Interpersonal and communication skills; including tact/diplomacy, conflict resolution skills, a facilitative/consultative approach</p> <p>Intermediate to Advanced IT skills including database, email, word processing and spreadsheet package. (Prior experience with databases and/or Client Management Systems is highly advantageous)</p>	<p>S</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p>
	Desirable	<p>Educated to A level (or equivalent experience)</p> <p>General knowledge and understanding or experience of policies relating to safeguarding of young people and vulnerable adults</p> <p>Awareness of issues facing asylum seekers and refugees in the UK</p> <p>Knowledge of the government, statutory and voluntary sectors in which the BRC works</p> <p>Understanding of relevant context, policy, working practice and legislation</p> <p>The following languages would be beneficial but not essential (Arabic, Dari, Pashtu)</p>	<p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p>

		<p>Identify and work with people's strengths and manage 'remote' communications</p> <p>Able to work under pressure and in crisis situations</p> <p>Demonstrable flexibility to work as part of a small team and independently</p>	<p>I</p> <p>I</p> <p>I</p>
Experience	Essential	<p>Casework Management experience that includes:</p> <ul style="list-style-type: none"> - Casework management, and delivery - Proven experience of using databases and casework management tools - Experience of management, co-ordination, supervision and motivation of volunteers - Experience of developing and evaluating programmes of work in response to identified service user needs - Understanding of person-centred casework and service user's needs, including experience of working with service users who have experienced trauma 	<p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p>
	Desirable	<ul style="list-style-type: none"> - Experience of working within and developing partnerships with external agencies (statutory, non-statutory and voluntary) on a frequent and regular basis and achieving agreed outcomes - Proven experience of developing and delivering user focussed projects or activities - Managing volunteers through change <p>Personal experience of migration and/or family separation due to conflict or natural disaster</p>	<p>I</p> <p>I</p> <p>I</p> <p>I</p>

<p>Behaviours</p>	<p>WORKING COLLABORATIVELY Involves others by encouraging participation in order to develop agreed solutions</p> <p>COMMUNICATING & INFLUENCING Uses their understanding of others to tailor and choose the approach that will have the greatest impact</p> <p>LEADING AND ENGAGING Demonstrates enthusiasm and commitment taking ownership and involving others in order to contribute to the British Red Cross achieving</p> <p>FOCUSSING ON PEOPLE IN CRISIS Uses knowledge of the needs of people in crisis to feed into ongoing planning</p> <p>ACCOUNTABLE FOR RESOURCES Uses resources effectively</p> <p>SEEKING INSIGHT Asks relevant questions of the people who are in the position to respond, such as people who are directly involved</p> <p>EMBRACING & LEADING CHANGE Demonstrates an ability to respond positively to constructive change by being open to new ways of working and demonstrating flexibility</p> <p>DEVELOPING YOURSELF & OTHERS Demonstrates a willingness and an ability to develop own capability and knowledge by seeking and acting on feedback and updating knowledge and skills to improve performance</p> <p>SOLUTION FOCUSSED Uses a range of methods to identify solutions and make decisions, involving others where appropriate</p> <p>MANAGING PERSONAL IMPACT Recognises, manages and is responsible for their own emotional and behavioural reactions to situations</p>	
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Additional requirements	Essential	<p>- Ensures inclusive practice and promotes diversity</p> <p>Demonstrate an understanding of the Red Cross Fundamental Principles and examples of acting in accordance with the Society's obligations and values (inclusive, compassionate, courageous, and dynamic).</p> <p>Adhere to BRC equal opportunities and anti-discriminatory policies and promote diversity</p> <p>Ability to work unsociable hours on occasion</p>	I I I S
	Desirable	Ability to travel nationally as required.	I

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.