

## Coordinator/development worker



### Job description

<b>Job title</b>	<b>Coordinator/development worker</b>
<b>Reports to</b>	<b>Board of Trustees</b>
<b>Hours</b>	<b>20 hours p.w. (Employment basis 0.5)</b>
<b>Salary</b>	<b>FTE £25000 <i>pro rata</i> (0.5 = £12500)</b>

### Role purpose

To manage, coordinate and further develop a support, advocacy and information service for refugees and asylum seekers in the Lancaster area. To lead our team of volunteers in order to ensure that RAIS Lancaster provides an excellent service to its clients that meets their complex needs.

### Main responsibilities

#### Drop-in sessions and helpline

1. Supervise and deliver regular drop-in sessions for information and support, on a range of issues including legal referrals, destitution support, accommodation, health and benefits.
2. Undertake follow-up work as necessary, including appropriate onward referrals and/or arranging further appointments with clients.
3. Manage a telephone helpline at specified times, ensuring that it is staffed at those times and that calls are dealt with appropriately.
4. Work with and support a team of volunteers to support the clients and sessions.
5. Advocate for and represent clients as appropriate.
6. Manage referrals to other organisations, and maintain a supportive relationship with partners.
7. Record, monitor and evaluate work as appropriate.
8. Source and undertake suitable external training opportunities for self and volunteers.

#### Planning and development

1. Oversee the development of a strategic approach to the provision of support, including support for asylum seekers housed in outlying areas.
2. Manage and develop the relationship with external providers of advice services to ensure that clients' needs are being met.
3. Develop and update procedures and protocols for dealing with support requests.
4. Develop and update evaluation procedures.
5. Provide information, case studies and reports to trustees as requested to contribute to reports to funders, annual reports, social media etc.
6. Undertake any other duties consistent with the overall purpose of the role and the charity, as directed by the trustees.

#### Meetings, feedback and general

1. Attend regular trustee and members' meetings as directed by the Chair of Trustees.
2. Prepare for and attend regular supervision meetings with designated trustee.
3. Give feedback and contribute to planning and policy.
4. Observe all RAIS Lancaster policies and protocols, including safeguarding, confidentiality and privacy policies.

## Person specification

<b>Qualifications</b>	Degree or equivalent	Essential
	Evidence of recent professional training in a relevant area (e.g. benefits, immigration, housing)	Desirable
<b>Experience</b>	Experience of one to one work with clients in a relevant area	Essential
	Experience of working in the voluntary sector	Desirable
	Experience of working with refugees and asylum seekers	Desirable
	Experience of leading a team of volunteers	Desirable
<b>Skills</b>	Excellent communication and interpersonal skills	Essential
	Excellent organisational skills	Essential
	Effective IT and data management skills	Essential
	Strong empathy and understanding of the issues faced by asylum seekers and refugees	Essential
	Understanding of best practice in working with vulnerable people, and commitment to working within the organisation's safeguarding policy.	Essential
	Understanding of diversity, and commitment to the principles of equal opportunities.	Essential
<b>Competencies</b>	Responsible, reliable and punctual. Energetic, able to cope with the demands of the job. Empathetic, friendly, positive outlook, responsive to the needs of others. Able to respect confidentiality. Able to work both individually and as part of a team.	Essential