



Nottingham & Nottinghamshire **REFUGEE FORUM**

Nottingham & Nottinghamshire Refugee Forum

Anti-Destitution Project Coordinator

JOB DESCRIPTION

Post:	Anti-Destitution Project Coordinator
Hours:	37 hours per week taking into account the needs of the organisation. Saturday is required.
Location:	Sycamore Centre, 33a Hungerhill Rd, Nottingham, NG3 4NB
Salary:	£26,500 per annum
Responsible to:	Deputy Director

JOB SUMMARY:

To provide responsive, professional, user-centred support and advice to destitute refused asylum seekers, working with all relevant agencies as required.

MAIN DUTIES & RESPONSIBILITIES

SERVICE DELIVERY

- Develop and supervise practical support services for destitute refused asylum seekers (cash group and food group) in coordination with the Anti-Destitution (AD) Food Project worker (once recruited)
- Line-manage AD Food Project worker (once recruited)
- To provide complex casework support on an individual basis as necessary
- To work with AD clients who have been detained
- Keep full and accurate records and monitoring information
- Support, supervise and develop skills of cash and food group volunteers
- Contribute to written reports and funding applications
- Contribute to staff and casework meetings
- Develop and expand services in response to emerging needs

PARTNERSHIP WORK/EXTERNAL LINKS

- To advise, assist and inform clients of support options including completing support applications and appeals against refusals or discontinuations of support

- Liaise with relevant bodies (e.g. the Home Office, Migrant Help) to support applications and further enquiries
- Work closely with local (and national) accommodation providers to access available housing options
- To develop and maintain case working relationships with partners regarding shared clients
- Act as the main point of liaison for other organisations dealing with destitute asylum seekers
- To contribute to and utilise local and national advice-sharing for a collaborative and holistic approach to working with destitute refused asylum seekers
- Refer to and liaise with immigration solicitors to assist with case progress when possible.

ORGANISATIONAL RESPONSIBILITIES

- Attend staff meetings and cooperate in personnel procedures such as appraisal and supervision
- Working with other staff as designated, help prepare and set up events such as Refugee Week, conferences and AGMs.
- Support other NNRF services i.e. General Advice when required.
- Any other duties which may reasonably be regarded as within the nature of the duties and responsibilities of the post, subject to the proviso that any changes of a permanent nature will be incorporated into the Job Description in specific terms, following consultation with the postholder.

This list of duties & responsibilities is not intended to be exhaustive. The post holder will be expected to perform additional tasks when required; these tasks will be in keeping with the general profile of the role.

PERSON SPECIFICATION

Candidates will be short-listed on the following specifications and need to address each of them in their application. All relevant experience whether paid or voluntary, in the UK or overseas may be included. NNRF values different and creative ways of working.

E – Essential, D – Desirable

EXPERIENCE

- Minimum one year's recent experience of providing advice and support in a paid or voluntary capacity to refugees & asylum seekers (E).
- Experience of liaising and negotiating with partners and external agencies (E).
- Experience of keeping work records and writing reports (E).
- Experience of working with volunteers (E).
- Experience of collating and disseminating information (E).
- Full clean driving licence and access to own vehicle will be strongly advantageous (D).
- Experience of working with professional interpreters, both face to face and by phone (D)
- Experience of working with people with No Recourse to Public Funds (D)
- Lived experience of forced migration (D)

KNOWLEDGE/COMPETENCIES

- Sound knowledge of a range of statutory and voluntary sector services (E).
- Excellent knowledge of safeguarding (E).
- Knowledge of the asylum system and the eligibility criteria affecting refugees' and asylum seekers' access to services (E).
- Effective spoken and written communication skills in English (E).
- IT competence including word processing, databases, use of the internet and email (knowledge of AdvicePro an advantage) (E).
- OISC level 1 (D)

PERSONAL CHARACTERISTICS (ALL ESSENTIAL)

- Proven commitment to supporting refugees and asylum seekers.
- Able to role model a positive commitment to Equal Opportunities, Diversity and Inclusion.
- Able to relate sensitively to a wide range of people from many different ethnic, religious and cultural backgrounds.
- Able to empathise with the life experiences of refugees and asylum seekers and recognise their possible effects on needs, attitudes and behaviour.
- Understanding of the importance of maintaining confidentiality and an awareness of measures that are needed to ensure it.
- Proven ability to maintain and develop positive professional relationships with colleagues both internally and externally.
- Approachable and supportive, able to remain calm under stress.
- Well-developed personal resilience skills
- Solution focused with effective time-management skills and able to work on own initiative.
- The postholder will be required to undergo an enhanced DBS check for this position.