

Frome Town Council
Job description
Refugee Hub Co-Ordinator

Grade: SCP 15 - 19 (£23,953 - £25,927) pro rata, 12 month fixed term contract

Hours of Work: 18.5 hours per week – including some occasional evening and weekend work and work on Bank Holidays.

Location: Frome Town Hall.

Leave entitlement: 24 days pro rata per annum, plus public holidays.

Responsible to: Community Project Officer and Community Development Manager.

This post requires a satisfactory Enhanced DBS check.

The purpose of the role:

Frome Town Council is an ambitious, pro-active Council and works on a wide array of projects. The Refugee Hub Co-Ordinator will have responsibility for managing all activities and services for the CHARIS/SCC Welcome Hub, thus ensuring the smooth running of the Hub on a day-to-day basis. Welcome Hubs aim to assist and empower refugees and become independent and integrate into the local and wider communities, by providing them with access to statutory and community services. Welcome Hubs will also provide support to sponsors and help to develop the relationship between sponsors and guests.

Key external relations: CHARIS Welcome Hubs Programme Manager, Mendip District Council, Somerset County Council, health providers (including mental health), job centres, other regulatory bodies, voluntary, community and social enterprise groups (VCSEs), charities and other refugee organisations.

Main Duties and Responsibilities

Set up

Working alongside the Social Facilitator, ensure that the Hub is accessible to all and provides, among other things an appropriate space for a reception/welcome area; a separate, confidential safe space; display of material in appropriate languages about health, housing, counselling, employment, training, language, and other services in the local area.

Ongoing responsibilities

- Manage the smooth running of the Welcome Hub services on a day-to-day basis
- Ensure all operations, services and activities within the Hub comply with all regulatory standards, and all external consents and approvals are in place
- Manage upkeep of equipment, supplies and assets within the Hub

Operational Responsibilities

- Ensure the operation of the Welcome Hub in line with the scope of works agreed between the Welcome Hub operator (Frome Town Council) and CHARIS
- Ensure all operations, services and activities within the Hub are in line with the appropriate policies and procedures including safeguarding, data protection, and confidentiality
- Ensure that all staff and volunteers are trained on the above values, policies, and procedures
- Ensure that all English language teachers are suitably qualified, and DBS checked if necessary
- Ensure that all staff and volunteers receive the CHARIS Welcome Hub training package
- Ensure that the Hub provides a safe, comfortable, and welcoming presence to service users, volunteers and visitors that come to the Hub
- Manage the organisation of all activities and services offered at the Hub as per the Scope of Works drawn up with CHARIS
- Manage volunteers at the Hub, support volunteer staff to perform their respective roles and a rota is kept of volunteers.
- Organise events and meetings at the Hub or other appropriate venues around the town, including those requested by the Refugees themselves. And social, public, and fundraising events, some of which will be in evenings or weekends

Reporting Responsibilities

- Ensure that registers are kept of volunteers, attendees at English language classes, and users of all services of the Hub.
- Report on a monthly/quarterly (tbc) basis on the Hub's activities according to agreed work targets set by CHARIS.

General

This job description forms part of your contract of employment.

The responsibility for the smooth running of the Council is incumbent on all members of staff. At certain times – when colleagues are absent or during periods of seasonal or high workloads, for instance - you will be expected to help with or take on additional duties and responsibilities that are in line with the grade and purpose of this role.

A flexible approach to working evenings and weekends is required, although this will always be with as much notice as possible. Likewise, some Bank Holidays.

The post-holder has personal responsibility for safety in accordance with Health & Safety legislation and Council policies.

The post-holder will be expected to behave in a sustainable and ethical way; and to spend public funds wisely.

You will be expected to liaise and work with all other colleagues - with the emphasis being on teamwork, providing assistance to others in covering holiday periods, sickness, and any other contingencies when necessary.

Members of staff are to abide by and promote equalities within the Town Council as outlined in the NJC Pay & Conditions of Service and Council's Constitutional Policies.

You should be committed to the Council's Equal Opportunities Policy and to ensure equality of opportunity in service delivery.

This job is reflective of the current position and is subject to review and alteration in detail and emphasis in the light of future changes or development.

Person specification
Refugee Hub Co Ordinator

Qualifications – essential

Educated to degree level or equivalent experience

Knowledge and skills

- Knowledge of voluntary, community, and/or Refugee Support in the UK
- Knowledge of engagement techniques
- Ability to manage projects from planning through to completion stages
- Good communication and IT skills
- Ability to develop good working relationships
- An ability to manage time and workload in order to be able to deal with tasks swiftly and effectively
- A professional and courteous manner
- A flexible approach to working weekends and evenings to coincide with events or meetings
- Ability to use initiative and to be self-motivated
- Decisive, logical thinking with creative problem-solving ability
- Hands on and practical approach
- Project development experience
- A thorough understanding and appropriate training in Safeguarding Children and Vulnerable Adults

Experience – essential

- Experience of working as part of a team
- Experience of working with marginalised and/or Refugee Communities
- Experience of producing clear and precise reports
- Experience of working in a community led environment

Experience – desirable

- Experience of working with charitable organisations
- Experience supporting Refugee families through complex situations