

Frome Town Council  
Job description  
Refugee Social Facilitator

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. We would like to appoint a Social Facilitator to set up and host a social space for Refugee guests and host families in the Frome Area, enabling art, craft, leisure, and cultural opportunities. In addition specific interest groups will be supported and enabled where appropriate to include homework clubs, parents groups etc. It is intended that this post holder would speak Ukrainian and or Russian and would also be able to provide interpretation and translation support where required with access to activities and opportunities including introductions to schools and other services.

Welcome Hubs aim to assist and empower refugees and other visitors to 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

Work alongside the Hub Coordinator to 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, education, training, including language lessons, and other services in the local area

### Ongoing responsibilities

- Support 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
- Upkeep equipment, supplies and assets within the Hub

### Operational Responsibilities

- Support the operation of the Welcome Hub in line with the scope of works agreed between the Welcome Hub operator 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 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
- Organise events and meetings at the Hub, including events for service users, and for social, public, and fundraising events, some of which will be in evenings or weekends
- A thorough understanding and appropriate training in Safeguarding Children and Vulnerable Adults
- Supporting Refugee families through Complex situations.

## Reporting Responsibilities

- Ensure that registers are kept of volunteers, attendees at English language classes, and users of all services of the Hub.
- Contribute to a monthly/quarterly report (tbc) basis on the Hub's activities according to the reporting template supplied 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 Social Facilitator

Qualifications – essential

- Educated to degree level or equivalent experience
- Ukrainian or Russian speaker

Knowledge and skills – essential

- 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

Experience – essential

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

Experience – desirable

- Experience of producing clear and precise reports
- Experience of working with charitable organisations and schools