

**Support for Refugees and Asylum Seekers
Development Officer**

**Job Title Development Officer (Support for Refugees and Asylum Seekers)**

**Accountable to: Project Lead**

**Hours and term 28 hours a week (flexible hours including some evenings and weekends)**

**Salary: £30-33k (FTE) depending on experience**

**Location: Working from home**

**Background:**

Following a successful pilot project, Communities Together Durham received a significant grant from Durham County Council to offer initial support and help to Asylum Seekers and Refugees and to facilitate a broader infrastructure of support across the County. CTD is the lead voluntary sector agency for the New Pathways Arrival programme in County Durham. In addition to the Project Lead the project team includes a Development Officer responsible for the delivery of the New Arrivals Pathway and associated drop-in sessions (this post), an Integration Officer facilitating partnership activities and volunteering placements, a Case Worker supporting individuals and some part time administration.

CTD also works with the Diocese of Durham to support clergy and churches to play a full part in welcoming refugees and asylum seekers as their neighbours, providing a central point of advice, information and support for clergy and parishes and raising awareness of the issues of migration and asylum.

**Purpose of the role**

The postholder will:

* co-ordinate the New Arrivals Pathway programme in County Durham.
* establish and/or support drop-in sessions for refugees and asylum seekers in County Durham, working with local churches and other partners where possible to promote integration and deliver high quality support to service users.
* with the Project Coordinator and other team members, share best practice in supporting and promoting local drop ins and support services for Refugees and Asylum Seekers in County Durham and other parts of Durham Diocese.

**Specific responsibilities**

1. Co-ordinate the New Arrivals Pathway programme in County Durham.
* Ensure that referrals are contacted promptly, given timely and accurate information and directed towards services and support appropriate for their situation.
* Maintain regular contact with service users, keeping them informed of activities and opportunities for support and engagement with the wider community.
* Ensure appropriate and accurate records are securely maintained in accordance with data sharing agreements. Prepare and submit monitoring reports promptly as required by the Project Co-ordinator, partners and funders.
1. Be responsible for the establishment and running of drop-ins offering Asylum Support in County Durham.
* Liaising with the drop in venues, recruit, induct, manage and support volunteers.
* Ensure that all those attending the sessions are treated with dignity and respect at all times.
* Help volunteers organise the structure and programme for the drop sessions with particular reference to the needs of the Refugee and Asylum Seekers. Encourage RAS to engage with service design and delivery where appropriate.
* With the Coordinator, ensure that the volunteers are trained to deliver up to date advice, support, and signposting by devising, sourcing, organising and delivering training.
* Support volunteers in the setting up of appropriate administration and records, risk assessments and developing the appropriate policies including safeguarding, data protection and confidentiality.
1. Work with churches and other voluntary sector agencies.
* Support ministers and churches as they discern the most appropriate ways in which they might support the local Asylum Seekers and Refugees in their community.
* Support existing church related projects in their work with the RAS community, ensuring they are kept up to date with relevant changes. Help those projects link with other local agencies and existing RAS organisations.
* With other voluntary sector agencies, build a sustainable and linked support network for the RAS community.
* Provide information, including presentations and training sessions, to encourage churches and other groups to offer support and integration opportunities to refugees and asylum seekers.
1. With the project team establish a robust evaluation framework, reporting regularly on outputs, outcomes and impact. Contribute to project evaluation at the end of the grant period.
2. Work with other team members and support them as required.
3. Attend and participate in team meetings, supervision sessions and appraisals. Maintain an up to date knowledge of issues and best practice in relation volunteer management and working with refugees and asylum seekers.

*This job description is intended as a guide to the main responsibilities and tasks of the role and is not an exhaustive list of duties. Post holders will be required to undertake other tasks commensurate with the nature and grading of the post. This job description will be reviewed at the end of the probationary period and during the annual appraisal cycle, when the postholder will be consulted about any changes.*

**COMMON DUTIES AND RESPONSIBILITIES:**

**Health and Safety**

Under the Health and Safety at Work Act 1974, whilst at work you must take reasonable care for your own health and safety and that of any other person who may be affected by your acts or omissions. In addition, you must co-operate with CTD on health and safety and not interfere with or misuse anything provided for your health, safety and welfare.

**Confidentiality**

You must not pass on to unauthorised persons, any information obtained in the course of your duties without the permission of your line manager.

**Safeguarding**

If at any time you see or hear anything that could suggest a safeguarding risk or have any other reason to be concerned, this should be reported immediately to the CTD Safeguarding Lead.

**Equality, Diversity & Inclusivity**

CTD is committed to promoting a diverse, non-discriminatory and inclusive community that gives everyone an equal chance to learn, work and live free from discrimination, bias and prejudice. To ensure our commitment is put into practice we have an equality policy which includes responsibility for all staff to eliminate unfair and unlawful discrimination, advance equality of opportunity for all and foster good relations.

If at any time you see or hear anything that could suggest a breach to our commitment and policy for equality, diversity and inclusivity or have any other reason to be concerned, it should be reported immediately to your line manager.

**Person specification**

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| Attribute | Essential | Desirable |
| Knowledge and Experience | * Experience and knowledge of the Refugee and Asylum Seeker community, with an understanding of their needs, experiences and hopes
	+ Experience of working in partnership with other professionals and agencies in support of clients
	+ Experience of working in the charity sector
	+ Experience and knowledge of best practice in managing volunteers
* Knowledge and experience of developing and delivering training
* An understanding of the principles of safeguarding
* An understanding of the principles of confidentiality, data sharing and GDPR.
	+ Excellent IT and administration skills including the ability to accurately record data for monitoring purposes
* The ability to manage challenging situations
 | * + Experience of working with vulnerable people
	+ Knowledge of community resources and facilities to support this role in County Durham and North East England
	+ Relevant qualification or training in providing advice and/or working with refugee and asylum seeker community (for example OISC level 1 or higher)
* Understanding of the organisation and activities of the Church of England
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| Personal Attributes  | * + Empathy, understanding, patience and strong problem solving abilities
* Able to inspire and motivate volunteers to achieve high standards of service delivery
* Ability and willingness to undertake OISC training to at least level 1
* Strong written and oral communication skills.
* Able to work flexibly and productively independently and as part of a small team
	+ Excellent time management and organisational skills.
	+ Able to access all parts of County Durham, sometimes at weekends or evenings
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