**Support for Refugees and Asylum Seekers**

**Integration Officer**

**Job Title Integration 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, an Integration Officer facilitating partnership activities and volunteering placements (this post), 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:

* promote the long-term integration of refugees and asylum seekers into their local communities, fostering their independence and respecting their culture, personal history and situation;
* work with service users to build confidence, explore their gifts and talents and enable them to be active members of their community, supporting them to access further learning and volunteering opportunities;
* support the Development Officer, other team members and volunteers to deliver the New Arrivals Pathway and facilitate drop-in sessions in County Durham, providing cover for holidays and other absences.

**Specific responsibilities**

1. Support Asylum Seekers to integrate into their local community.

* Work with the Development Officer and volunteers to develop a programme for the drop sessions with particular reference to promoting the integration of refugees and asylum seekers into their local communities.
* Establish English language support activities linked to the local drop ins, and encourage participation.
* Work with clients to facilitate their access and engagement with mainstream statutory and voluntary sector services.
* Work closely with other voluntary sector agencies to build a sustainable and linked support network for the RAS community.
* Identify and facilitate opportunities to build local community integration projects or one off sporting or cultural activities for adults, young people, children and families.

2. Facilitate access to further learning and volunteering opportunities.

* Work with local charities and businesses to establish a volunteering programme for Asylum seekers. Build a directory of possible volunteer placements and match these with those seeking to volunteer.
* Ensure volunteer placements are checked, training is given, clear role descriptions developed and volunteer agreements are in place. Support the setting up of appropriate administration and records, risk assessments and policies including safeguarding, data protection and confidentiality.
* Work with volunteers to enable access to placements.
* Support volunteers and placement providers to ensure placements are productive and that all policies and protocols are adhered to.
* Ensure appropriate and accurate records are securely maintained in accordance with data sharing agreements.

3. Support the Development Officer, other team members and volunteers to deliver the New Arrivals Pathway and facilitate drop-in sessions in County Durham, providing cover for holidays and other absences.

* 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.
* Deputise for the Development Officer in attending and supporting drop-in sessions, providing support for volunteers and facilitating activities as necessary.

4. 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.

5. Work with other team members and support them as required.

6. 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 and knowledge of best practice in managing volunteers
* 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
* Experience of enabling volunteering
* Experience of delivering English language support
* Experience of working in the charity sector
* Relevant qualification or training in providing advice and/or working with refugee and asylum seeker community.
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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
* 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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