



Support for Refugees and Asylum Seekers Assistant Development Officer

Job Title	Assistant Development Officer (Support for Refugees and Asylum Seekers)
Accountable to:	Development Officer
Hours and term	21 hours a week (flexible hours including some evenings and weekends) <i>There is some flexibility on hours for the right candidate.</i>
Salary:	£25-28k (FTE) depending on experience
Location:	Working from home

Background:

Communities Together Durham (CTD) seeks to bring hope to communities working in partnership with local churches, local authorities and others in the charity sector. As of 2025 CTD consists of three distinct projects with up to 12 staff. This role is based in the team supporting refugees and asylum seekers (RAS) in County Durham.

The Durham RAS Project received significant support from Durham County Council (DCC) in 2024 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. The project team share a commitment to integration for new arrivals and supporting them to build their lives in local communities.

CTD also works with the Diocese of Durham to support clergy and churches across the Tyne-Tees area 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:

- Support the delivery of the New Arrivals Pathway programme in County Durham.
- Coordinate the RAS volunteering scheme.
- Support the needs of service users.
- Provide administrative support for the project.

Specific responsibilities

1. Support the delivery of the New Arrivals Pathway programme in County Durham.
 - Support the Development Officer to 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.
 - Keep CharityLog records and data is up to date in line with CTD policies.
2. Coordinate the RAS volunteer scheme.
 - Work with potential volunteers among service users to enable access to placements. Meet with and match individuals to opportunities.
 - 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 needs of service users.
 - Support the Case Worker in providing support and advice to service users.
 - Assist with support requests at drop ins and remotely, including but not limited to college applications, driving license applications, completion of registration forms (e.g. medical) and benefit claim forms.
 - Complete Immigration Advice Authority (IAA) Level 1 training.
 4. Administration
 - Support the smooth running of the project with effective and efficient administration
 - Represent CTD as a first point of contact for emails and phone calls relating to the project.
 - Organise events on behalf of CTD, and support team members with event management as requested.
 - Provide administrative support to the RAS Project Lead.
 5. Contribute as part of the project team to evaluation and reporting requirements.
 6. Work closely with other team members in support of the wider project.
 7. 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

Attribute	Essential	Desirable
Knowledge and Experience	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Experience of working in the charity sector • Experience of working with vulnerable people • Knowledge of community resources and facilities to support this role in County Durham and North East England
Personal Attributes	<ul style="list-style-type: none"> • Empathy, understanding, patience and strong problem solving abilities • Good listening and communication skills, including with those who have limited English • Able to inspire and motivate volunteers to achieve high standards of service delivery • Ability and willingness to undertake IAA 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. • A positive attitude to Christian ethos and values. 	