



Support for Refugees and Asylum Seekers Project Support Worker

Job Title	Project Support Worker (Support for Refugees and Asylum Seekers)
Accountable to:	Development Officer
Hours and term	7 hours a week (flexible hours including some evenings and weekends)
Salary:	£22,932k (FTE)
Location:	Durham City, with some home working

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:

- Welcome service users and administer the front desk at the Durham RAS drop in.
- Keep accurate administrative and financial records in line with CTD procedures
- Support the wider needs of service users.

Specific responsibilities

1. Welcome and administer the front desk at the Durham RAS drop in.
 - Operate the 'reception desk' at the Durham drop in (Wednesday mornings). Ensure service users are welcomed, signed in and sign-posted to other support in the drop-in.
 - Support other drop ins as required to cover staffing gaps and holidays.
 - Refund bus fares and give SIM Cards in accordance with CTD policies.

- Ensure the drop in is set up in accordance with the plan and the building is left clean and tidy.
 - Provide other support to the drop-in as required by the Development Officer
2. Ensure administrative and financial records are kept.
 - Enter data, including attendance information, into CTD systems (CharityLog).
 - Manage the bus fare cash system at the drop in, ensure records are accurate and submitted in accordance with CTD policies.
 - Carry out administrative tasks in support of the project as required by the Development Officer.
 3. Support the needs of service users.
 - Support the Case Worker in providing support and advice to service users.
 - Assist with support requests at the Durham drop in and remotely.
 4. Work closely with other team members in support of the wider project.
 5. Attend and participate in team meetings, supervision sessions and appraisals. Participate in training as required (such as CharityLog and Safeguarding).

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 of volunteer or paid roles in a public/customer facing role • 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 managing and maintaining petty cash records • 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"> • A calm presence, able to engage with unexpected questions or behaviour • Good listening and communication skills, including with those who have limited English • 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. • Available to work on Tuesday AM fortnightly (team meetings, Stonebridge, Durham) and for Durham drop in (Wednesday AM, city centre). Additional duties will be carried out remotely at a time to be agreed. • A positive attitude to Christian ethos and values. 	