

Refugee Council

Job description



SUPPORTING AND
EMPOWERING
REFUGEES

JOB TITLE: Health Access for Refugees Programme (HARP)
Project Coordinator

TEAM: Y&H Operations

GROUP: Health Access for Refugees Programme

LOCATION: Doncaster and Rotherham
(Main office based at Rotherham Gate Surgery)

REPORTS TO: HARP Project Manager

GRADE: 5

HOURS: 24.5 per week

The Refugee Council is one of the leading organisation in the UK working with asylum seekers and refugees. Our operational teams based in various locations in England provide advice and assistance across a wide range of issues, including helping asylum seekers through the complexities of the asylum system, addressing issues of destitution and assisting refugees and asylum seekers to access key services including housing, welfare benefits, health, education and employment. Our teams work with relevant agencies including the Home Office, Refugee Community Organisations, Local Authorities, Legal Service Providers, Housing Providers, Health Institutions, Job Centre Plus and other mainstream service providers.

Context and Purpose of the Job

The Refugee Council has a number of different projects and delivers a wide range of services to asylum seekers, refugees and new migrants in Yorkshire and Humber. The Health Access for Refugees Programme (HARP) Project Coordinator will be responsible to take primary responsibility within the Refugee Council for the recruitment, training and management and co-ordination of volunteers; to work with the Project Manager and the volunteers to provide and deliver Health Access for Refugees Programme in Doncaster and Rotherham.

The Refugee Council enjoys an open and participative working environment that seeks to promote volunteering opportunities to a broad cross section of the community. Delivery of our core services is largely dependent upon volunteers and their ability to be supportive, professional and enterprising. These are reflected in the way we work with each other, our service users and our beneficiaries. Teamwork, collective responsibility and delegated authority are central to this process; a key element of this role will be to develop and maintain the organisation's working ethos and culture through the recruitment, training and support of volunteers.

Main Duties and Responsibilities

You can apply for this job at www.refugeecouncil.org.uk/jobs

Registered address: British Refugee Council, Gredley House, 11 Broadway, Stratford, E15 4BQ
Registered charity no. 1014576 Registered company no. 2727514



No: N200100132



1. Basic Tasks

- 1.1 Identifying, recruiting, supervising and supporting volunteers for the HARP project
- 1.2 Establishing links with other related services
- 1.4 Co-ordinating and delivering the training pathway for volunteers
- 1.5 Raising staff awareness of the role and function of volunteers
- 1.6 Managing resources, including the reimbursement of expenses
- 1.7 Coordinating and co-delivering specialist health and well-being group
- 1.8 Maintaining HARP presence at Doncaster and Rotherham refugee drop-ins
- 1.9 Collecting data needed for evaluation of the project
- 1.10 Maintaining database and undertaking any other administrative duties

1 Intermediate Tasks

- 2.1 Supporting delivery of training courses including conversational English for health for non-English speakers
- 2.2 Supporting and attendance at local and regional meetings
- 2.3 Providing health advocacy including sourcing mentoring and befriending support
- 2.4 Delivery of awareness raising training to health professionals and supporting seminars and conferences related to HARP
- 2.5 Collate monthly case studies to inform needs
- 2.6 Generating appropriate volunteering opportunities and role descriptions based on the needs of the organisation.
- 2.7 Promoting volunteering (internally and externally) through recruitment and publicity strategies and campaigns
- 2.8 Celebrating volunteering by nominating volunteers for awards and organising celebration events.
- 2.9 Offering advice and information to volunteers and external organisations through face-to-face, telephone and email contact
- 2.10 To develop and maintain links with external training providers for the progression of volunteers
- 2.11 To monitor and review volunteer placements to ensure volunteers receive sufficient support and achieve their goals
- 2.12 Collect and monitor data and information needed for evaluation of HARP
- 2.13 Providing operational and administrative support to maintain effective delivery of services - this includes office management, record keeping, room bookings, signposting beneficiary enquiries to services, and being present when activities take place

2 Advanced Tasks

- 3.1 Providing a structured and appropriate induction process for all volunteers
- 3.2 Ensuring there is appropriate support and training for volunteers
- 3.3 Recruiting volunteers and ensuring they are appropriately matched and trained for a position.
- 3.4 Working with the Project Manager to coordinate volunteers for services such as the befriending, mentoring, and delivering training courses
- 3.5 Work with the team responsible for monitoring and evaluating HARP activities and contributing to reports.
- 3.6 Working on individual targets as set by the project outcomes

Other Duties and Responsibilities

Health Access for Refugees Programme does not have dedicated administrative workers and therefore the post holder will be expected to manage their own administrative duties. All staff are expected,

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where necessary, to support and assist their colleagues in the carrying out of their duties and to contribute to the general administration of the office.

Personal Development

To identify own training and development needs and undertake appropriate training as necessary

Additional Information

Health & Safety

The post holder is responsible for:

Cooperating with the Refugee Council in delivering all legal responsibilities in respect of your own and your colleagues, volunteers, clients and others health and safety whilst at work.

Becoming familiar with the Refugee Council's Health & Safety Policy and procedures including evacuation procedures at your workplace.

Carrying out risk assessments of your own work and especially of your own workstation to ensure that you do not expose yourself or others to unnecessary risk.

Flexibility

In order to deliver services effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties will, however, fall within the scope of the job, at the appropriate grade. The job description will be subject to periodic review with the post-holder to ensure it accurately reflects the duties of the job.

Equal Opportunities Statement

As part of its recruitment policy, the Refugee Council intends to ensure that no prospective or actual employee is discriminated against on the basis of race, sex, nationality, marital status, sexual orientation, employment status, class, disability, age, religious belief or political persuasion, or is disadvantaged by any condition or requirement which is not demonstrably justifiable.

Working at the Refugee Council

A commitment to the work of the Refugee Council.

Personal Effectiveness

With the support of their manager the post-holder will need to effectively manage their own workload and medium and long term plans and objectives.

Flexible Working

This job is suitable for 'occasional' home working subject to prior authorisation.

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Person Specification



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JOB TITLE: Health Access for Refugees Programme (HARP) Project Coordinator

Experience

Essential

Minimum of two years' experience in a volunteer coordinator role

Supervisory experience with volunteers and the appreciation for the value that volunteers bring to an organisation

Experience of developing and providing training, mentoring and development initiatives for staff, volunteers and beneficiaries

Understanding of how to access health services in the UK and the barriers refugees and asylum seekers may face in accessing healthcare.

Experience of providing empowering support to adults to improve health, recovery and wellbeing outcomes

Desirable

Experience of teaching English to speakers of other languages

Experience of delivering presentations

Knowledge, skills and abilities

Essential

An understanding of the importance of confidentiality, impartiality, Data protection and IT security

Competent word processing and database management skills; the ability to work with, record and maintain data

Good command of spoken and written English with excellent verbal and written communication skills and interpersonal skills

Excellent organisational, planning and management skills including the ability to prioritise and manage own workload in a pressured environment

Ability to work effectively and flexibly on own initiative and as part of a team

Ability to work effectively with interpreters and to establish good working relationships with other community groups and networks

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Appropriate cultural awareness and sensitivity to working with people from a range of national. Cultural and religious backgrounds

An understanding and commitment to the aims, principles and charitable objectives of the Refugee Council

An understanding and commitment to the active promotion of organisational policies

Commitment and understanding of equal opportunities and sensitivity to working in a multi-cultural organisation

Desirable

Knowledge and understanding of legislation and models of best practice applicable to working with volunteers

Up to date knowledge, understanding and experience of immigration and asylum issues affecting asylum seekers, refugees and other migrants

Knowledge and understanding of the voluntary and community sector

Flexibility to work outside of normal office hours and at different locations across the region

ESOL teaching qualification

Ability to speak more than one language would be an advantage

Dec 2018

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