**§**

Job description

**JOB TITLE:** Regional Co-ordinator – Infoline (Focus on Yorkshire & Humberside and National)

**TEAM:** Integration

**GROUP:** Services Directorate

**LOCATION:** Home based

**REPORTS TO:** National Project Manager - Infoline

**GRADE:** 6 (Starting Salary: £28,672)

**HOURS:** Temporary – initial 3 month post, with potential to extend, funding dependent.

Full-time – 35 hours per week (Mon-Fri)

The Refugee Council is one of the leading organisations working with refugees and asylum seekers in the UK, and has been offering practical advice and support to people seeking safety here since 1951. 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. We operate four main teams: Resettlement, Therapeutic, Integration and Unaccompanied Children’s teams. For more information about our work visit [www.refugeecouncil.org.uk](http://www.refugeecouncil.org.uk)

## Context and Purpose of the Job

The Infoline began as the London-focused Covid-19 Signposting Project, a service set up by existing Refugee Council staff and volunteers to respond to changing needs and changes in service provision for refugees and asylum seekers, in the context of the Covid-19 pandemic. The project receives enquiries relating to matters as diverse as immigration; overcoming destitution and meeting essential needs; housing and homelessness; health; welfare support; education, training and employment; and more.

The Refugee Council has been successful in bidding for crisis funding through National Emergencies Trust (NET) to build on this work, and in partnership with the Refugee Councils of Wales and Scotland, and Bryson Care in Northern Ireland, the work will span the four countries of the UK.

The Infoline service has been operational since 1st October. There are two Regional Co-ordinators who together are responsible for the day-to-day delivery of the service. As an England wide service both postholders will have a national focus in the delivery of support. However, mirroring our current service delivery regions, each role also takes a more specialist geographical focus, one for or Greater London, and one for Yorkshire & Humberside. We are seeking to appoint a Co-ordinator who will take responsibility for Yorkshire & Humberside, as well as sharing the national remit.

The postholder will work closely with the Regional Co-ordinator (Greater London and National), and under the management of the National Project Manager (Infoline) to develop a service that focuses on effective provision of information and signposting to local support services. Priority will be given to those clients how are struggling with housing, welfare and health related issues. The postholder will directly line manage a number of Infoline Workers.

Main Duties and Responsibilities

1. **Service development and co-ordination**
   1. To work closely with the Regional Co-ordinator (Greater London and National), and under the guidance of the National Project Manager (Infoline), to implement and develop an effective high quality information and signposting service
   2. To help develop and deliver a service which carefully considers how service users can effectively access and benefit from the service in a structured and co-ordinated manner
   3. Wherever possible to elicit service user feedback when assisting in the developing all elements of the service
   4. To provide a service that can be delivered remotely and where face to face appointments are not required, making use of tools including MS Teams and Zoom.
   5. To create, update and oversee accessible and easily understood information resources which will be used to support the signposting provided through the service and can be collated to create a service knowledgebase
   6. To ensure that all staff and volunteers involved within the service have the knowledge required
   7. To work with IT and other staff to ensure that the client casework database (Inform) is used by all in an effective and consistent manner
   8. To develop strong and effective working relationships with other Refugee Council teams to ensure that the service receives the support it needs to operate effectively
   9. To work closely with Campaigns, Policy & Advocacy and Media colleagues to ensure that issues affecting our clients are identified, shared and progressed through appropriate avenues to influence change
   10. To establish links with a wide range of third party organisations who can provide complimentary\specialist support to people contacting Infoline
   11. To keep abreast of government policy, legislation and guidance that may affect the information, advice and support needs of our clients
   12. To work closely with the Regional Co-ordinator (London & National) and National Project Manager (Infoline) to create and manage the systems and processes required for the effective co-ordination of the service.
   13. To act as a point of contact for staff and volunteers and external stakeholders. To be available to staff supporting the service on a daily basis to answer queries that arise.
   14. Where appropriate, to provide general information and advice directly to service users in the areas of immigration support (not advice), housing, health, welfare and financial support.
   15. To ensure all project data is captured on the organisational database and is carefully monitored and reviewed for accuracy.
   16. To provide reports and data analysis that can demonstrate the work and effectiveness of the project.
2. **Management and Supervision**
   1. To recruit, induct, supervise and line manage a number of frontline Infoline Workers and other staff as needed for the delivery of the service.
   2. Working with the National Project Manager (Infoline), identify the training needs of frontline staff and respond by planning and arranging for internal or external training to be provided.
   3. To involve volunteers in the delivery of services wherever possible and to work with them to ensure their views on the delivery of services is taken into consideration
   4. To support the volunteer co-ordinator in the recruitment, supervision and support of volunteers who may be engaged in support of the Infoline Service.
   5. To plan and implement induction and training sessions ensuring all staff and volunteers are aware of and operate within Refugee Council’s policies and procedures and that they are trained and supported to carry out their roles
   6. To carry out regular supervisions to ensure all staff and volunteers are provided with direction, clear allocation of tasks and are given the chance to discuss issues and possible solutions
   7. To receive and escalate to management any complaints from service users and other stakeholders
3. **Equalities and Diversity**
   1. To provide services with due regard for equalities and for meeting the needs of all potential and actual service users. Ensuring advice services are delivered in ways which are fully accessible and in a language that they can understand
   2. To ensure volunteers act as advocates for new refugees with special needs, ensuring these are taken into account by other agencies
   3. To gain understanding of different perspectives in order to work creatively and effectively with people from all cultures
   4. To work with respect and tolerance for all colleagues, refugees and contacts, and to value diversity and difference
   5. To ensure all volunteering recruitment and employment practices are carried out with due regard to equalities and the diverse needs of all potential or actual volunteers

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, if relevant, 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 a home working role.

****

Person Specification

**JOB TITLE:** Regional Co-ordinator – Infoline

## Qualifications

**Desirable**

1. Advice related qualification

## Experience

**Essential**

1. Experience in successful project co-ordination
2. Experience of effectively managing, developing and supporting a team of volunteers and or employees to deliver client-facing support or advice services
3. Experience of advocating on behalf of vulnerable client groups to ensure fair access to statutory services
4. A breadth of experience of providing advice and support to asylum seekers and refugees

**Desirable**

1. Experience in developing and delivering information and signposting services to adult service users
2. Experience of offering mainstream homelessness and welfare rights and entitlement advice to adults

## Knowledge, skills and abilities

**Essential**

1. An understanding of the issues which can affect asylum seekers and newly recognised refugees attempting to rebuild their lives in a new country
2. A good knowledge of how to access the wider networks of support and assistance available to clients with various needs
3. A good knowledge of the asylum system and immigration system relating to refugees
4. A creative and problem solving approach
5. The ability to establish good working relationships with other teams and with other organisations
6. The ability to ensure services are delivered in an accessible, impartial and confidential manner, working with interpreters as appropriate
7. Good written and verbal communication skills
8. Good IT skills including use of Office, email and the internet, and an ability to use MS Teams and Zoom in the role
9. An understanding of and commitment to Equal Opportunities in direct service provision

**Desirable**

1. A good knowledge of the national and local (Yorkshire & Humberside) support services available for refugees and asylum seekers in need

**October 2020**