

Refugee Support Devon (RSD) - Vacancy - Full Time Resettlement Coordinator

We are seeking a highly motivated, proactive Resettlement Coordinator to join our team. This role will be part of our support services to refugee families resettled in Devon under the government's refugee resettlement schemes.

An experienced and inspiring person, you will have responsibility for the service delivery, welcoming new comers to their new homes, providing ongoing casework and integration support. You will plan, develop, implement and maintain safe, high quality services to meet the needs of individuals and ensure adherence to statements of requirements set out by funders and RSD's internal operational policy. A strong and inclusive people person, you will lead a team of volunteers to ensure all projects have enough human resources for our day to day delivery. Passionate about the needs and rights of refugees and asylum seekers, you will be committed to improving the lives of our service users and ensuring that our work remains responsive to identified need. You will coordinate and implement key partnerships and be responsible for developing new relationships, including seeking funding opportunities to maintain and continue to expand our casework and support services.

The ideal applicant will have proven project management experience, as well as experience of casework with refugees/asylum seekers or supporting vulnerable persons. They will have excellent IT and organisational skills, be a strong networker and able to contribute to the development and achievement of RSD's plans. They will need to be able to work unsupervised and occasional unsociable hours.

About Refugee Support Devon

RSD is a local charity, independent of statutory agencies that formed in 2001. With the committed help of around 80 volunteers we aim to support refugees and their families in Devon to settle successfully in the local community, build confidence and skills to reach their full potential, rebuild their lives in safety and dignity and be treated with respect and understanding, as equal members of society.

RSD currently employs 6 staff members (4.5 full time equivalent). Support is provided through a drop-in service in Exeter, outreach casework, education & employability activities, a community garden and awareness raising events. In the past year RSD has been working in partnership with Devon County Council, Devon District Councils, local statutory and voluntary agencies to provide support to refugees through national government resettlement schemes. RSD currently employs two full time workers who coordinate resettlement work through the Vulnerable Persons Resettlement Scheme (VPRS). A third worker is sought to enable us to manage the increasing numbers of refugees settled locally within this scheme and growing demands this places on our work.

Background

In September 2015, the UK Government pledged to resettle 20,000 vulnerable Syrians by the end of their term in 2020 throughout the country. Devon County Council and the District Councils throughout Devon are committed to support this scheme and currently 25 families have been resettled around the county. When appropriate and affordable accommodation is sourced arrangements for new families to arrive commences. There is a current commitment throughout the county to support 41+ families through the VPRS. Additionally the UK government has pledged that 3,000 children and adults will be resettled from the Middle East and North Africa through the Vulnerable Children's Resettlement Scheme (VCRS) - Devon County Council has also committed to support this project.

RSD is responsible for meeting new arrivals to Devon and coordinating a comprehensive support package through their first year, with ongoing support for up to 5 years. This post is enabled by a financial grant from Devon County Council to ensure services (as specified through a statement of requirements) are provided to families arriving in Devon. The grant is currently agreed for this financial year (to end March 2018). Refugee Support Devon is committed to seeking continuing funding for as long as the post is needed and are currently exploring future funding options with Devon County Council and partners in this field.

Job Description – Resettlement Coordinator - Refugee Support Devon (RSD)

Salary:	Starting £23398 based on NJC Scale 6, Spinal Point 26 - 28
Expenses:	Travel expenses will be paid according to rates and guidelines set out by HMRC
Pension:	Enrolment into Workplace pension (NEST)
Annual Leave:	Minimum 4 weeks plus Public Holidays
Hours:	Full Time - 35 hours per week
Term:	6 Months – this post is dependent on securing continued funding
Location:	RSD office in Exeter and outreach throughout Devon

Accountable to:

The post-holder will be accountable to the Manager and the RSD board of trustees. The post holder will also be required to maintain good contact with the resettlement team based in Exeter and our Newton Abbot hub.

General overview

As the Vulnerable Persons Resettlement Scheme develops in Devon, along with families arriving through the Vulnerable Children Resettlement Scheme, there is a clear need for RSD to increase its capacity. As one of the key partners in Devon, RSD provides services and support before, and as soon as, the families arrive in the UK. RSD works alongside local councils in ensuring houses are equipped, meets families from the airport, coordinates and delivers a range of services to meet the family's needs.

To date RSD is supporting 20 families who have arrived in the past 18 months through this scheme. As families are accommodated throughout Devon a satellite office has been set up in Newton Abbot and two resettlement coordinators divide their work by geographical convenience. As the numbers are growing, the capacity of these two workers has reached its limit and a third worker is sought to compliment the team. Families to be supported by this post are likely to be spread throughout the county.

Main purpose of job:

The Resettlement Coordinator will be responsible for coordinating an effective and supportive range of services to refugee families arriving in Devon through the VPRS and VCRS. Working alongside government and voluntary sector partners they will ensure a comprehensive and personally tailored support service is planned and provided for each family. The post holder will be responsible for monitoring and reporting on their work and maintaining strong links with its partner organisations and local community groups and volunteers.

The post holder will work closely with RSD's current Resettlement Coordinators. Work will be allocated between the posts taking into consideration the geographical locations of the families and size of each worker's caseload. It is essential that the post holder is able to recruit and retain volunteers to support the delivery of support to the families in the areas they are resettled.

A current valid driving licence and the ability to provide a suitable vehicle for work are essential. This post will be subject to suitable employment screening checks which includes eligibility to work in the UK, Enhanced Disclosure and Barring Service (DBS) check and a minimum of two references.

The post-holder will be committed to the aims of the organisation and enthusiastic about making a difference in the local community.

Key Duties and Responsibilities of Resettlement Coordinator:

Direct Support Services

- Recruit, train and manage volunteers to work within the Syrian Vulnerable Persons Resettlement Scheme throughout the county of Devon
- Coordinate arrival and initial welcome services to new arrivals under SVPRS
- Deliver cultural induction/briefings to resettled families
- Support families in their integration to their local communities/ the UK
- Support families to register and access statutory and other services as per statement of requirements set out from Home Office/DCC
- Maintain accurate case notes and records of families under the scheme
- Arrange regular meetings for volunteers to network, share experiences & concerns, encouraging peer support
- Encourage the involvement of families resettled under the scheme in volunteering and development of the welcome project
- Provide a voice for the resettled community

External agencies

- Maintain strong links and support to other agencies and community groups enabling them to provide appropriate and effective support to the project
- Attend meetings and provide information to community based events and groups where appropriate
- Attend multi-agency meetings – local SVPRS partnership operational meetings, pre-arrival needs specific planning, regional networking, and where appropriate national events.

General

- Maintain effective monitoring systems and report on the progress of the resettlement scheme
- Contribute to budget management, particularly in relation to donations specifically to be used for the project
- Maintain effective referrals between RSD services
- Contribute to monthly reports to the RSD Management Board.
- Assist with budget management of project and raising future funds for the organisation
- Represent the organisation in the wider community and respond to media requests as appropriate
- Promote and assist in opportunities to raise awareness within the wider public, inc coordinating events and social media
- Provide cover for colleagues working on the scheme in the event of absence
- Manage own office space, manual and electronic files and information
- Maintain regular contact with colleagues - attend team meetings, occasional board meetings, supervision and training events

Person Specification

Skills and abilities	
Essential	<ul style="list-style-type: none"> ✓ Excellent oral and written communication skills in English language. ✓ Excellent communicator, including ability to communicate effectively with speakers of other languages. ✓ Ability to be decisive and to lead others whilst working under pressure with limited supervision. ✓ Excellent IT skills, proficient in the use of Word, Excel and Outlook. ✓ Ability to develop/maintain monitoring systems. ✓ Confidence in public speaking and presenting information. ✓ Skills with engaging external organisations in collaborative working. ✓ Organisational skills – planning, managing and monitoring own and others workload. ✓ Time management skills – responding to and prioritising a range of competing demands. ✓ Ability to research and share current policy and legislative developments in this field. ✓ Hold a full clean driving licence and access to a vehicle.
Desirable	<ul style="list-style-type: none"> • Knowledge or ability to converse in other languages typically used in Syria (e.g. Arabic, Kurdish Badini), and other countries refugee families may arrive from. • Experience and skills of events organisation including advocacy/promotion/community fundraising and publicity work. • Budget management and being flexible/resourceful in an environment with limited financial resources/restricted budget.
Knowledge and Experience	
Essential	<ul style="list-style-type: none"> ✓ Knowledge of the background of the Syrian Resettlement scheme in the UK. ✓ Experience of working directly / providing support to asylum seekers and refugees in either a voluntary or paid capacity. ✓ Experience of coordinating, supporting and motivating volunteers. ✓ Commitment to furthering knowledge and understanding of developments in policy and procedures affecting refugees and asylum seekers. ✓ Knowledge of other agencies and experience of providing information advice and guidance to people from a range of different backgrounds and on a range of issues.
Desirable	<ul style="list-style-type: none"> • Awareness of cultures and diversity within Syria. • Knowledge of wider refugee and asylum issues. • Knowledge and understanding of the roles, functions and purpose of statutory and non-statutory agencies in the field of refugees • Understanding and working knowledge of Health & Safety practices.
Attitudes	
Essential	<ul style="list-style-type: none"> ✓ Commitment to RSD and the objectives of the organisation including Equal Opportunities. ✓ Enthusiasm for developing the support available for refugees and asylum seekers living locally. ✓ A flexible and creative approach to working towards the aims of the organisation. ✓ Commitment to team work – within RSD working alongside staff, volunteers and service users, as well as partnerships with other agencies.