

# Education for Integration Co-ordinator

## Job description (March 2024)



Refugee Support  
Devon

**Salary:** £29,269 – 30,296 pro rata (35 hours) based on NJC SCP 18-20

**Hours:** 17.5 hours per week

**Holiday:** Pro-rata equivalent to 6 weeks including public holidays

**Term:** Initially 6 months. Extension subject to successful funding application

**Location:** Mainly Refugee Support Devon (RSD) offices at Exeter Community Centre, 17 St David's Hill, Exeter EX4 3RG

### Summary

RSD provides a range of support services and immigration advice to refugees, asylum seekers and vulnerable migrants living in Devon. It also has an important role in providing information within the wider community to assist with the integration of service users and access to services they are entitled to. RSD currently employs eleven staff members most of whom work part-time.

### Main purpose of this position

To co-ordinate a variety of mostly English language programmes for RSD clients who are speakers of other languages and to recruit and support volunteers.

### Main duties and responsibilities

#### Dealing with volunteers

- Recruit, induct and support ESOL, IELTS and OET\* volunteers
  - Match clients with volunteers to set up classes
  - Support volunteers by identifying and sharing suitable teaching resources
  - Maintain contact with volunteers by email/ phone
  - Maintain WhatsApp groups for each class for both volunteers and clients
  - Arrange regular meetings with each teaching team (every 1 - 2 months)
- \*ESOL: English for Speakers of Other Languages  
\*IELTS: International English Language Testing Scheme  
\*OET: Occupational English Test

#### Dealing with clients

- Communicate with potential clients by email or phone
- Carry out diagnostic tests to ascertain level of clients for IELTS and OET
- Assign clients to volunteer tutors

- Maintain an up-to-date timetable of classes
- Send out availability surveys each term to clients and volunteers
- Monitor progress and client satisfaction

### **Supporting teaching**

- Produce flyers to advertise classes and distribute widely
- Regularly update teaching resources across all courses
- Monitor progress and volunteer satisfaction
- Monitor and evaluate the programmes, making modifications where necessary
- If the need arises, arrange for tuition to prepare clients for citizenship: Life in UK and B1 English tests

### **Using the database**

- Develop and maintain accurate records for the database
- Encourage and train volunteers to use the database to record attendance and work records

### **Engaging with other RSD projects and external services**

- Liaise with the Drop-in and other RSD services to assign clients to suitable classes where possible
- Liaise with the RAMP Coordinator to facilitate progression for successful OET clients
- Liaise with other external services to support classes and identify opportunities for clients
- Maintain active membership of professional organisations such as IATEFL, EALTHY and OET and encourage volunteers to attend events for their CPD
- Write reports and contribute to fund-raising bids for current and future sponsors

### **General**

- Undertake any other reasonable duties within the scope of the post.
- The post-holder will report to and be supported by RSD's manager. S/He will be able to negotiate flexible working arrangements on and off-site, including working from home, but is expected to be available for team meetings every 2 weeks on Wednesday mornings and to spend at least one day per week in RSD's offices at Exeter Community Centre.
- Support will be given for the post-holder to undertake any necessary training including that required to teach OET and IELTS.
- The appointment will be for 6 months from April – September 2024 in the first instance. Subject to a satisfactory probationary period and to RSD obtaining ongoing funding for the programme, we expect this role to continue.

## Person specification

	<b>Essential</b>	<b>Desirable</b>
<b>Knowledge and Experience</b>	Experience of working in multi-cultural environments	Experience of working with refugees and asylum seekers
	Experience of teaching or delivering ESOL and IELTS classes	Familiarity with OET (Occupational English Test)
	Knowledge and understanding of refugee and asylum issues.	
	Experience of coordinating and supporting volunteers or sessional teachers	
	Commitment to Equal Opportunities.	
	Willingness to undertake appropriate professional training as required for this role, including OET	
	Commitment to team work – within RSD working alongside staff, volunteers and service users, as well as partnerships with other agencies.	A flexible and creative approach to working towards the aims of the organisation.
<b>Skills and abilities</b>	Excellent oral and written communication skills (English language).	
	Ability to work on own initiative and provide high-quality support with minimal supervision.	
	Excellent communicator, including ability to communicate effectively with speakers of other languages.	
	Excellent IT skills, proficient in the use of Word, Excel and Outlook.	
	Experience of working with databases and spreadsheets	