



Job title:	Adult and Family Advice Service Co-ordinator
Based at:	Asylum Welcome, Unit 7 Newtec Place, Magdalen Road, Oxford OX4 1RE
Duration:	Permanent
Hours:	21 hours a week (of FTE 35 hours a week)
Salary:	Pro rata FTE between £29,000 and £31,500 (21 hours actual salary between £17,400 and £18,900)

About Asylum Welcome

Based in Oxford, Asylum Welcome supports asylum seekers, refugees, detainees and other migrants in need of protection. Our volunteers, members, supporters and staff share values based on a common humanity and social justice. Together, we work to reduce poverty, suffering and social isolation, and to enable people to live with the respect and dignity to which they are entitled. Asylum Welcome runs a wide range of practical services largely through the efforts of local volunteers. It has over 150 active volunteers who share responsibility for delivering services with a small staff team.

About the Adult and Family Advice Service

This service is based at Asylum Welcome's Welcome Centre in East Oxford. It is a busy service, mainly dealing with asylum seekers and refugees but sometimes other migrants also, from all parts of the world. It is the first port of call for a host of often complex and urgent needs. Trained volunteers provide advice and practical assistance.

Main purpose of the job

To manage, supervise and sustain a team of volunteers and run Asylum Welcome's welcoming and effective rights-based advice service for asylum seekers, refugees and other migrants in need of protection.

To address essential needs and achieve tangible, positive outcomes on a range of issues such as asylum support, welfare benefits, housing, health, social care and other relevant elements of positive participation. To develop and invigorate the service in response to changing circumstances and in line with best practice.

To be a source of expertise and to work collaboratively with other service providers.

Reports: This post will report to the Front-line Services Manager. It has responsibility for managing a team of volunteers and may include management responsibility for one or two staff.

Specific Tasks:

Service management

1. Support volunteers to deliver a friendly, relevant, high-quality advice service to asylum seekers, refugees and migrants in needs of protection, which achieves tangible outcomes. Oversee day-to-day running of the service and ensure clear written information about this service's aims, activities and achievements.
2. Promote trusting relationships, effective communication and understanding between clients and volunteers, through interpretation when appropriate.
3. Manage a small budget for service activities. Oversee the allocation, distribution and recording of small payments to alleviate destitution.
4. Ensure volunteers keep accurate records (mainly on a database) for the purposes of ongoing casework, and to generate simple statistics and case-studies. Monitor service quality, produce regular reports for funders and trustees, and recommend service improvements.

Volunteer management

5. Work closely with the Volunteer Coordinator to ensure suitable volunteers are recruited, and to supervise and support new and existing volunteers, identifying and addressing their development needs, for example through recommending appropriate training.
6. Work closely with other Front-line Services staff to support volunteers to become registered with OISC where this is appropriate.
7. Ensure both volunteers and clients have accessible, up-to-date written information on a range of relevant topics. Ensure that volunteers have clear procedures to guide their work and that they comply with those procedures.
8. Provide support for and ensure communication with and between volunteers, including planning, organising and holding meetings.

An expert resource

9. Be a point of expertise on relevant policy and practice and help run regular training sessions.
10. Build productive partnerships with voluntary, statutory and private organizations that provide services for asylum seekers and refugees; including but not only the Home Office, Asylum Help, lawyers, health professionals, and local authority housing and social care services.
11. Represent the organisation at external meetings. Contribute recommendations for improvements in government policy based on the evidence of cases seen at Asylum Welcome.

Other general requirements

12. Work supportively within a busy staff team. Participate in internal meetings and planning processes and contribute to alignment across teams and organizational development.
13. Deputise for the Front-line Services Manager when absent as required, including providing support to volunteers in other services.
14. Undertake ad hoc tasks compatible with the role in order to ensure the smooth running of the service and the organization.

Person Specification

1. Excellent understanding of the needs, hopes and experiences of asylum seekers, refugees and other migrants in need of protection, the legal framework that affects them and the services available to them.
2. A positive and organised approach and a commitment to best practice and to delivering effective services.
3. Experience of providing advice and support services to this client group, including people in crisis. Honesty, integrity, empathy, professionalism, efficiency and sound judgement in responding to their needs.
4. Ability to co-ordinate the work of a team of volunteers.
5. Commitment to the values and aims of Asylum Welcome and the vision to see how volunteers can translate these into practical actions.
6. Experience of promoting trusted relationships and good communication in an advice service including when clients need interpretation.
7. Excellent interpersonal and team skills and with the ability to work supportively and effectively in a busy and pressurised environment.
8. Ability to manage a simple budget.
9. Attention to detail with ability to produce work with minimal errors.
10. A track record of building productive partnerships with other service providers and advocating on behalf of asylum seekers, refugees and other migrants in need of protection.
11. Good verbal and written communication skills including the ability to create reports and form recommendations. Competence in word-processing and use of databases for recording.
12. Ability to work sensitively in a multi-cultural, voluntary organisation, and commitment to equal opportunities and confidentiality.