

Drop-In Coordinator

Recruitment Pack

December 2024



Dear Applicant

Thank you for expressing an interest in the post of Drop-In Coordinator at Bristol Refugee Rights. We currently run 2 drop-in services each week – the Wednesday Drop-In is for members who need advice or information, the Thursday Drop-In is a social space delivering a number of activities and a shared lunch. The Drop-In Coordinator will be responsible for ensuring that these spaces run safely and effectively.

We think BRR is a great place to work and we are able to offer a number of benefits including: flexible working; workplace pension scheme, Life Insurance and access to a bike scheme.

Bristol Refugee Rights is a charity that has been running since 2006. Our vision is:

*A society where refugees, asylum seekers and migrants are welcomed, feel safe, live free of poverty and are able to positively build their lives. A society where everyone’s rights and entitlements are respected.*

We work to fulfil this vision through the delivery of unique, direct services to asylum seekers, refugees and some other migrants.We provide a place for asylum seekers and new refugees to meet, obtain advice, receive practical and emotional support and find ways to meet and engage with the wider community. Asylum seekers and refugees commonly experience isolation, deprivation, poverty and social exclusion combined with the implications of negative stereotyping. BRR aims to counter such difficulties through the provision of direct services, a warm welcome, a sense of belonging and the building of trust. One of our members said:

***“They have been so helpful to me and the staff here are so welcoming and friendly. Great place to be.”***

BRR offers a range of services including; Advice, a social drop-in, hotel outreach and our Pride without Borders project. All of our services are delivered by a strong diverse volunteer team (both member and non-member volunteers) and an able staff team. We are committed to ensuring our members guide, shape and drive BRR’s work and priorities, wherever possible, which we believe gives our organization a unique atmosphere. What makes BRR unique is the range of complementary services which BRR offers. Staff, volunteers, members and Trustees work together to achieve this. One of our partner organisations said:

***‘There is no other group doing what BRR do in the South West. They plug the lacuna. Their services are absolutely vital and specialist.’***

You can find out more about the work of BRR from our website and from our most recent Impact Report or feel free to contact me if you want to find out more.

If you feel that you could positively contribute to our work we would very much like to receive an application from you.

Yours faithfully

**Bristol Refugee Rights**

**Bristol Refugee Rights’ Aims and Ways of Working**



**We work in partnership with others to combat poverty and destitution and to promote social and legal justice:**
We will use an EARLY ACTION approach to working with asylum seekers, refugees and migrants; we will focus on preventing and de-escalating crises through the provision of good quality, early advice, support and information using methods which build resilience, support networks and well-being; as an organisation we will provide stability and strive for sustainability.

**We empower people; promote inclusion and equality of opportunity through the breaking down of societal barriers:**
We will **EMPOWER** asylum seekers, refugees and migrants by giving them information and confidence to access their rights and entitlements and to build their lives; asylum seekers, refugees and migrants will have opportunities to develop and share their talents; we will provide support for them to learn and develop personal and professional transferable skills through a range of opportunities both within and outside of the organisation.

**We ensure the rights and entitlements of asylum seekers, refugees and migrants are respected:**We use **ADVOCACY** to challenge injustice for individuals, and for all asylum seekers, refugees and migrants; members will receive high quality and timely advice aimed at achieving their rights and entitlements and a fair outcome; we will lead and support campaigns for better treatment and for a fairer society; we will never accept the status quo.

**Bristol Refugee Rights Values**

* ***Respect:***We are committed to equality and treating everyone fairly.
* ***Shared humanity:***We are all human beings; we are all global citizens.
* ***Integrity:***We have strong moral principles and act in the interests of people we work with.
* ***Collaboration:***We build, support and encourage partnerships between individuals, teams and organisations*.*
* ***Empowerment:***We encourage people to be stronger, more confident and to claim their rights.
* ***Innovation:***We are adaptable, respond to the changing world around us and strive to be the best we can.

**JOB DESCRIPTION**

**Drop-In Coordinator**

|  |  |
| --- | --- |
| **Hours of Work**: | 22.5 hours per week (including Wednesday and Thursday) |
| **Salary:**  | £20,082 pro-rata (full-time salary scale of £33,024 - £33,945 (NJC scale SO1)) |
| **Place of Work:**  | Wellspring Settlement, Bristol and/or homeworking |
| **Benefits:** | Pension scheme, Cycle to Work Scheme, flexible working, Life Insurance |
| **Responsible to:** | Welcome Service Manager |
| **Responsible for:** | Welcome Team Assistant, Volunteers |

**Purpose of job:**

To ensure safe and effective delivery of BRR’s Drop-In services:

* Ensure a warm, welcoming social space with a range of activities supporting well-being
* Maintain a fair, efficient access point to BRR’s advice service

**Specific Duties and Responsibilities**

* Coordinate the Drop-In services or arrange cover as required
* Plan, organise and manage systems and processes within the drop-in ensuring they are robust and can be followed by our diverse staff and volunteer team
* Support volunteers in Drop-Ins, including briefing and de-briefing, team meetings and one-to-one supervision. Contribute to volunteer training as required
* Ensure that BRR policies and procedures are followed in the Drop-Ins, including:
* Oversight and implementation of risk assessments
* Responsibility for health and safety during drop-ins, including fire safety, food hygiene and first aid
* Liaising effectively with BRR safeguarding leads to protect children and adults at risk from abuse
* Ensuring that BRR eligibility and membership agreements are followed to maintain a space which is welcoming and safe for BRR members, including responding to incidents of difficult behaviour in drop-in sessions
* Supporting the volunteer and staff team to maintain professional boundaries required for a safe and sustainable service
* Work with Service Managers to develop more Trauma Informed ways of working in the drop-ins
* Be responsible for ordering all supplies and equipment, including for the provision of a weekly meal; manage relevant budget
* Ensure clear and equitable systems are followed for accessing BRR services as well as for signposting and referral to other organisations
* Build and maintain relationships with partner organisations and others offering support to BRR members
* Ensure delivery of activities in line with funding requirements, monitoring outcomes and contributing to reports to funders
* Manage the collection and storage of accurate monitoring data through Lamplight database, including new member information, registers of attendance, records of support given
* Support the collection of other impact measurements such as case studies, surveys and focus groups
* Support fundraising and development of new areas of work where capacity allows
* Cover for the Welcome Team Manager as required

**BRR General Duties**

* Encourage the involvement of members and volunteers in all relevant aspects of planning and running Bristol Refugee Rights.
* Provide support where appropriate to BRR campaigns.
* Provide information as needed to assist BRR’s social policy and campaigning work.
* Work within the wider staff team of BRR, attend appropriate meetings, contribute to good communications between staff, volunteers and members and participate in training opportunities appropriate to the post.
* Work within BRR’s aims, objectives and policies. Promote equality and rights for asylum seekers, model positive behaviour and champion BRR’s equal opportunities policy.
* Take appropriate responsibility for safeguarding and health & safety within the relevant legislative and BRR policy frameworks.
* Carry out additional duties in consultation with the line manager as are consistent with the responsibilities of the post. Occasional evening and weekend working may be required by prior arrangement

**PERSON SPECIFICATION**

**Drop-In Coordinator**

**Essential Criteria**

|  |
| --- |
| **Experience** |
| * Direct experience of the asylum or immigration system – either through working in the sector or lived experience
* Experience of working or volunteering in the voluntary sector
* Experience of supervising and supporting a team
* Experience of engaging with diverse groups of people in a busy setting
 |
| **Knowledge and Approach** |
| * A friendly approach that can help members and volunteers feel welcome and included in the BRR community.
* Knowledge of the experience of asylum seekers and new refugees in the UK and a commitment to working with them, and an understanding of the current asylum process in the UK
* Ability to work well with people from a wide range of countries, faiths and backgrounds, including an understanding of and commitment to equity, diversity and inclusion
* A good understanding of health and safety, including first aid (or willingness to undertake first aid training)
* An understanding of, and commitment to, safeguarding children and adults
* An understanding of trauma and vicarious trauma and a commitment to working in a trauma informed way.
* An understanding of the importance of appropriate professional boundaries and the ability to maintain these for yourself as well as to support others to do so.
 |
| **Skills** |
| * Working collaboratively in a small staff team, adapt to changing needs, provide cover in the absence of colleagues
* An ability to be hands-on and willingness to take on a wide range of tasks to ensure the smooth running of the Drop-In.
* Good communication skills – written and verbal – including the ability to communicate effectively orally and written in English
* Positive approach to dealing with challenges, responding flexibly and engaging the goodwill of members and colleagues
* IT literacy and ability to manage own administration (including maintenance of records, managing petty cash, writing reports, minutes, leaflets)
* An ability to remain calm in a busy environment and prioritise tasks.
 |

**Desirable Criteria**

|  |
| --- |
| * Proficiency in a relevant language spoken by the refugee or immigrant communities in Bristol
* Experience of sharing information, signposting and making appropriate referrals
* Experience dealing with conflict/de-escalation/distress
* Knowledge of food hygiene/catering environments
* Experience of being responsible for a community space/group and thinking about managing risk, supporting volunteers and engaging members in that space.
 |

