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**Welsh Refugee Council**

**Job Description**

**Job title:** Asylum Guides Co-ordinator

**Report to:** Programme and Partnership Manager

**Salary** £12,400 plus 5% pension

**Duration** 3 Year funding

**Hours:**  17.5 Hours per week.

**Location:**  Cardiff and satellite offices

**Background of the Post**

The Welsh Refugee Council are working with Refugee Action to deliver the **Navigating Asylum Partnership project** funded by Comic Relief. The Navigating Asylum Partnership will address the individual, organisational, policy and bureaucratic barriers to a fair, just and effective UK asylum system. We want to create changes through our capacity building partnership with frontline organisations supporting people seeking asylum, our Asylum Guides network enabling people seeking asylum to access justice and support, and our Stand Up For Asylum campaign in which Experts by Experience will play a leading role.

The partnership will support **5775 people seeking asylum in the UK and will give them more power to navigate the asylum system.** Our Asylum Guides will empower them to understand the UK asylum system, their rights and options within it through 121 and group-based interventions, thereby increasing their resilience and confidence to assert their rights, navigate they asylum system, develop local connections, and a sense of belonging.

**7 Frontline charities covering 7 regions of the UK will improve people’s ability to effectively navigate their asylum journey.** This UK network will take a more preventative approach and work together in peer support and to establish learning networks.

We will support **people seeking asylum and refugees who have gone through the system to raise their voice as activists and experts calling for a fair and effective practices.**  We will recruit and train volunteer Experts by Experience to speak out and influence the issues that they have identified as critical to change.

## Purpose of the Post

* To co-ordinate the Asylum Guides project

## Major Duties and Responsibilities

* To set up the Navigating Asylum – Asylum Guides project with you line manager
* To recruit and train a team of volunteer Asylum Guides to deliver Asylum Guide briefings
* To support and manage the team of Asylum Guides
* To develop referral pathways and good working relationships with relevant stakeholders and organisations.
* To recruit up to two Asylum Guides who will also be part of an Expert Panel to inform service delivery and Campaigning for the Navigating Asylum Partnership
* To promote the service to stakeholders
* To understand and follow the monitoring and evaluation plan for the project and meet reporting deadlines
* To develop the project using Expert by Experience feedback and other progress data and feedback
* To attend quarterly meetings with other coordinators on the Navigating Asylum Partnership and engage with the Early Action practitioner network
* To plan for and participate in Navigating Asylum Partnership meetings and events
* To engage with the Refugee Action campaigns team to support with case studies where possible
* To participate in staff training, development and appraisal, as agreed with the line manager
* To prepare for and actively engage in the support/supervision and appraisal process provided by the Service Manager
* To attend external and internal meetings relevant to the service, as agreed with the Service Manager (these meetings will usually be in the locale, but may be held in other parts of Wales or the UK)
* To carry out all duties in accordance within the principles of the WRC’s Confidentiality Policy and within agreed norms of impartiality and boundaries
* To work on a flexible basis by performing other tasks not included above, but as necessitated by the needs and changing circumstances of WRC. These tasks will be dependent on location and workload, and will be identified by the Service Manager
* To carry out the job in accordance with the aims, core values and appropriate procedures of WRC
* To ensure that safeguarding procedures are in place and understood and followed by volunteers and relevant stakeholders
* To ensure that the principles of impartiality, equal opportunity and confidentiality are upheld at all times

**Flexibility**

In order to deliver a service, a degree of flexibility is needed, and the post holder may be required to perform work not specifically referred to above. Therefore, the post holder is required to be flexible and co-operative in carrying out other reasonable duties and responsibilities. This job specification will be subject to periodic review with the post holder to ensure that it accurately reflects the duties of the job.

**Equal Opportunities**

WRC is committed to equality of opportunity in recruitment, the workplace and service delivery. The post holder is expected to follow WRC’s Equal Opportunities Policy.

**PERSON SPECIFICATION**

**Job Title: Asylum Guides Co-ordinator**

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| **Quality** | **Essential Requirements for the Post** |
| **Experience, Knowledge, Abilities, and Skills** | **Experience*** Insight into the needs, hopes and experiences of refugees and asylum seekers.
* Experience of providing advice around the asylum process, asylum legislation and related support entitlements
* Experience and understanding of cultural diversity and the ability to work with people from a range of different cultures.
* Understanding of the impact of working with people in a situation of stress and uncertainty, and of appropriate ways of responding to that impact, and supporting others to do so.

**Knowledge*** Detailed working knowledge of the asylum system and the difference between legal advice and information
* Knowledge and understanding of recognised ‘good practice’ in relation to volunteering within organisations
* Good general knowledge of support organisations; projects and networks to enable appropriate signposting and referral, and the ability to build strong effective partnerships with organisations and community groups.

**Skills*** Ability to set up and coordinate projects / services
* Experience of recruiting, training and supporting a team of volunteers
* Ability and experience of training/ facilitating groups of people
* Good verbal and written communication skills, including the ability to communicate to new audiences about the aims and achievements of the project, and to deliver training internally and externally as appropriate
* Flexible and innovative approach to piloting new working methods
* Ability to plan and manage workload within tight timeframes, including case management experience.
* An understanding and commitment to monitoring and evaluation
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| **Quality** | **Desirable requirements for the post** |
| **Experience** | * Those with lived experience as a refugee are encouraged to apply
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