

## We are looking for a Drop-in Co-ordinator

Action Foundation is launching a weekly Newcastle Citywide Drop-in at two locations to provide a social place for asylum seekers, refugees and other migrants to connect to others in the community and to the support services they may need at the earliest opportunity. This is an exciting new project that will be part of a national Asylum Early Action Practitioners' Network to share learning and embed preventative approaches within organisations supporting people seeking asylum across England. This project will enable beneficiaries to understand the crisis points within the asylum system and how to avoid or de-escalate them.

The successful candidate will work with the Drop in Manager to help launch the project, recruit and support volunteers and partner agencies to provide services for beneficiaries. The Co-ordinator will demonstrate a strong awareness of the issues facing asylum seekers and refugees. They will be an excellent team player as well as equally able to work alone, have excellent organisational and communication skills and experience of working within the voluntary sector. The successful candidate will support the ethos and values of Action Foundation (<https://actionfoundation.org.uk/ethos/>)

A full Job Description can be found below.

For further information about the project and charity go to [www.actionfoundation.org.uk](http://www.actionfoundation.org.uk)

**Application deadline is 9am Monday 18<sup>th</sup> March 2019**

**Interviews to be held on Tuesday 26<sup>th</sup> March 2019**

Completed applications to be sent to [recruitment@actionfoundation.org.uk](mailto:recruitment@actionfoundation.org.uk)

or posted to; Recruitment  
Action Foundation  
The CastleGate  
Melbourne Street  
Newcastle upon Tyne  
NE1 2JQ

Action Foundation is a Charitable Company registered with the Charity Commission – Charity no. 1132051

## Job Description – Drop-in Co-ordinator (fixed term until March 2021)

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|--------------------------------|---|
| <b>Responsible to:</b>         | Drop-in Manager   |
| <b>Responsible for:</b>        | Delivery and smooth running of Action Foundation’s Drop-in and associated Volunteer Programme.  |
| <b>Organisational Context:</b> | Action Foundation is an award-winning charity that provides opportunities for marginalised people to overcome their isolation and exclusion by providing free accommodation for refused asylum seekers (Action Housing, Action Hosting and Action Access projects), short-term supported accommodation for those with refugee status (Action Letting) and community ESOL classes delivered by volunteers (Action Language). |
| <b>Job Purpose:</b>            | To assist in the delivery of Action Integration Drop-in and associated volunteer programme. The twice-weekly Drop-in will develop a new approach to engaging with and supporting isolated and socially excluded migrants in an informal and interactive setting. It will provide an accessible space and place for social interaction and engagement between volunteers, migrants and local service providers.              |
| <b>Time Commitment:</b>        | 35 Hours per week   |
| <b>Salary Scale:</b>           | £17,230 - £18,931 per annum depending on experience and suitability + 6% pension contribution   |
| <b>Contract:</b>               | Fixed term to March 2021  |
| <b>Location:</b>               | To operate from two bases the city centre and West End of Newcastle   |

### Duties and Responsibilities:

- To assist in the delivery of the two ‘Drop in’ sessions per week one at the CastleGate and another at a venue to be decided in the West End of Newcastle. The Drop-in sessions will be designed to support and promote the wellbeing, resilience and integration of vulnerable and marginalised asylum seekers, refugees and other migrants.
- To support volunteers who will help run and support the delivery of the weekly sessions – this will entail assisting in the recruitment, training, inducting and supporting volunteers in line with Action Foundation’s Volunteer policy and processes
- Assist in the promotion of the Drop-In widely using a variety of media channels / marketing materials.
- Ensure the focus is on helping beneficiaries:
  - Build diverse and sustainable relationships/friendship networks
  - Develop confidence in mixing and conversing socially (in English)
  - Feel more informed about and connected to the local community and culture, and
  - Learn how best to access and make the most of the opportunities and services available to them
- Help develop a targeted approach to those who are at increased risk of loneliness and chronic isolation. Ensure there is a focus on welcoming and supporting new migrants to the City (i.e. those arriving via dispersal or resettlement routes) – helping them ‘find their feet’, discover and connect to local services, and access flexible and supportive wrap-around support

- Ensure work is completed to a high professional standard and that relevant Action Foundation procedures are adhered to. Specifically:
  - Complete and contribute to Safeguarding risk assessments
  - Take responsibility for health and safety at the two centres within the relevant legislation and Action Foundation policy frameworks.
  - Be responsible for food and drink hygiene and oversee the preparation and serving of food and drink at both centres
- Be responsible for ordering all supplies and equipment for the Drop In and manage relevant budget.
- Look after property and premises, ensuring that they are protected from misuse, damage and theft and promoting a safe working environment in line with policies.
- Be a First Aider and complete necessary training
- To assist in collection and storage of accurate and appropriate monitoring data for the Drop in, including registers, new member interviews, equalities and project monitoring forms
- Work with the Drop-in Manager to provide the monitoring data required by funders and external evaluators, and on future fundraising and development of new areas of work where capacity allows
- Ensure confidentiality and data protection
- Attend and contribute actively to weekly/monthly team meetings as part of wider Action Foundation workforce

### Personal Specification/Key Competencies

#### Knowledge/Experience:

Action Foundation is looking for applicants who can evidence working in the following areas:

- Facilitating a Drop in type environment (essential)
- Managing volunteers (essential)
- Knowledge of Health and Safety and food hygiene requirements needed for a Drop-in type activity (desirable)
- An understanding of the need to maintain safe working boundaries (essential)
- Strong awareness of the issues facing asylum seekers and refugees especially (essential)

#### Skills/Abilities:

In addition to the above we want applicants to provide examples as to how they satisfy the following criteria:

- Able to use own initiative to solve problems. (essential)
- Familiar with O365 computer software (essential)
- Good written and verbal communication skills. (essential)
- Work well in a team. (essential)
- Co-operative approach to working with other organisations and government departments to maintain strong, positive partnership working. (essential)
- Excellent administration skills. (essential)
- Strong interpersonal skills. (essential)
- Good organisational and planning skills particularly in time management. (essential)

#### Other:

- A genuine desire to support people seeking asylum and refugees (essential)
- Commitment to upholding and promoting vision and values of the organisation (essential)
- A full driving licence and use of own car (desirable)

This post would require a DBS check and the taking up of two references.