## JOB DESCRIPTION AND PERSON SPECIFICATION

## Ex-Detainee Project Coordinator

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| **Reporting to:** | Director |
| **Location:** | 54-56 Castle Street, Dover, CT16 1PJ |
| **Travel:** | Primarily local, occasional national travel |
| **Hours:** | Full time 37 hours |
| **Job status:** | Fixed term contract to 1.11.2020 extendable subject to funding |
| **Holiday:** | 25 days + statutory holidays |
| **Salary range:** | NJC Salary Scale Points 20-22: £25,295 to £26,317 |

## SAMPHIRE Mission:

## To improve the lives of people released from immigration detention and experiencing destitution in the UK, and to support the development of well-informed, cohesive and diverse communities in the Dover area and beyond.

## Job Purpose

The Ex-Detainee Project Coordinator provides casework support to ex-detainees who are released from immigration detention nationwide with the aims of alleviating their destitution, improving their quality of life and facilitating integration into their local communities. The Coordinator will also oversee the on-going establishment of Community Champion peer support groups in regional locations.

## Description

## The role is based in Dover: Via our freephone helpline, we seek to advise ex-detainees of their rights and entitlements, enable them to access essential services and empower them to take action that will improve their lives. Through our policy and advocacy work, we seek to influence the wider debate about migration for the benefit of our client group and society more generally.

## Primary Duties and responsibilities

* To work collaboratively with the Senior Project Coordinator to deliver the project
* To act as an initial point of contact for ex-detainees seeking to access assistance from the project.
* To identify and resolve where possible problems faced by ex-detainees on release from detention.
* To contribute towards developing good signposting for ex-detainees to assist them in finding appropriate support.
* To liaise with other groups, charities and projects across the country working to support migrants.
* To raise awareness of Samphire at Detention Centres in England
* To speak at public events to raise awareness about detention
* To attend relevant forums and networking events
* To work within the parameters of a budget.
* To process emergency accommodation/food/travel payments.
* To coordinate and facilitate the ex-detainee community support groups in other regions of the UK (Occasional overnight stays are required).
* To record statistics and conduct annual evaluation of the project.
* To assist with the organisation and delivery of the annual Ex-Detainee Conference.
* To work at all times collaboratively with the rest of the Samphire team.
* To undertake such duties and responsibilities appropriate to this post, not specifically mentioned in this Job Description, as allocated by the Director.

Qualifications

Education

* University degree or 1 year experience in a relevant role

Training

* Level 1 OISC – Desirable but not essential

Experience

* 1 year or more in a relevant role, paid or voluntary

## Knowledge and skills

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### Essential

* Excellent telephone manner.
* Excellent communication and listening skills, including the ability to communicate with a wide range of people.
* Commitment to protecting the rights of asylum-seekers, refugees and other migrants.
* General understanding of the asylum system and immigration detention.
* Experience of working with and advocating for asylum-seekers and / or other vulnerable client groups.
* Ability to organise and prioritise a workload.
* Excellent problem-solving and analytical skills.
* A high standard of written and spoken English.
* Computer literacy, including good word processing, database and internet skills.
* Ability to work flexibly, including outside normal office hours when required.
* Experience of working in a multicultural environment.
* Sensitivity to other cultures and awareness of cultural differences.
* Commitment to the principles of equal opportunities.
* Commitment to confidentiality and GDPR compliance

### Desirable

* Project planning and development experience
* Monitoring and evaluation experience.
* Report writing
* Knowledge of homelessness issues.
* Knowledge of welfare rights and immigration.
* Experience of working within a budget.
* Social media/ media /website experience
* Knowledge of a second language.

Competencies

The candidate should be able to demonstrate the following competencies:

* Communicating Effectively
* Teamwork
* Client Care
* Planning & Organising
* Leadership

Working Conditions

* The role is office based and involves the running a daily phoneline between the hours 10am to 1pm, followed by casework.
* Occasionally, the Coordinator will be required to travel nationally, with occasional overnight stays, to oversee the Community Champion programme
* The Coordinator will be expected to attend and assist in other local Samphire events
* There is no overtime pay, however Time off in Lieu (TOIL) is offered for hours worked beyond those contracted.



Samphire is committed to operating as an equal opportunities organisation. We welcome applications from refugees and in particular from former detainees to reflect the composition of our service user group.