

Navigating Asylum – Asylum Guides Project Coordinator

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| Job Title | Asylum Guides Coordinator Ref: PH15 | Duration | 3 years (Fixed-Term) |
| Salary & Hours | £12 per hour | Location | Plymouth |
| Reporting to | Board of Trustees (Treasurer) | Contact | info@plymouthhope.org.uk |
| Closing date | 10/07/2020 at 5pm | Interviews | Tuesday 14 th July 2020 |
| How to Apply | Complete an Application form to be sent with a CV and cover letter | | |

Background

Plymouth Hope 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 will have 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 the asylum system, develop local connections and a sense of belonging. **7 Frontline organisations covering 7 regions of the UK will improve people’s ability to effectively navigate their asylum journey**. This network of excellent charities across the UK will take a more preventative approach and work together in peer support and learning networks across the UK that don’t currently exist. We will support **people seeking asylum and refugees who have gone through the system supported to raise their voice as activists and experts calling for a fair and effective asylum system**. We will recruit and train Experts by Experience to speak out and influence the issues that they have identified as critical to change.

Purpose of post

Plymouth Hope have been running two projects since 2017 aimed at directly involving newly arrived asylum seekers in wellbeing and physical activities to support their integration and education. One of the main challenges for projects workers has been their inability to meet beneficiaries’ expectations whenever asked about their asylum journeys and for further re-assurance and guidance. It became very clear that participants needed to have conversations that also matter to them, and find in their trainers, coaches, peer supporters and mentors a compassionate and sympathetic voice, but through a conversation that addresses their uncertainty and questions. One of our coaches was once told: *If you care about my wellbeing, then you should have an idea about my situation*. This project will restore confidence between our personnel and participants, thus help prevent any stress and anxiety. This project is well rooted in Plymouth Hope delivery principles and methods of Early Intervention - Prevention and Intervention. **Asylum Guides Early Action project takes a preventative approach that aims to empower those seeking asylum to better navigate the UK asylum system** by increasing knowledge and understanding of their rights and options within it. The project will be delivered to beneficiaries, by trained volunteers, through one-to-one and group-based

sessions. The coordinator will recruit, train and manage the Plymouth Hope team of Asylum Guides.

Asylum Guide will also build up on already established links with the local Red Cross and Devon & Cornwall Refugee Support following the delivery of a successful Sport4Integration programme aimed at meeting and engaging all newly arrived asylum seekers. Asylum Guide complementing direct asylum work and will constitute an entry point into other Plymouth Hope programmes (Wellbeing- Sports- Physical & Social Activities). The post holder as the programme coordinator will be responsible to implement Asylum Guides. This will include establishing direct delivery links with existing city organisations projects providing orientation and advice to asylum seekers. They will also be responsible for identifying other relevant stakeholders whose collaboration and partnership is essential to this programme and an overall response in the city to better the experience of users.

Main duties and responsibilities

- To set up the Navigating Asylum – Asylum Guides project with your 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
- Support service users to take up sport4integration and sport4education programmes as part of their wellbeing and education support
- 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
- 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
- Establish close working links with the city stakeholders and organisations already providing asylum advice and support.

- To engage with the Refugee Action campaigns team to support with case studies where possible

Person Specification

All experience may be paid or voluntary, full or part-time, in the UK or overseas. Candidates will be short-listed on the following specifications:

Experience, Knowledge, Abilities, and Skills

- Insight into the needs, hopes and experiences of refugees and asylum seekers.
- Detailed working knowledge of the asylum system and the difference between legal advice and information
- One year's experience of providing advice around the asylum process, asylum legislation and related support entitlements
- Ability to set up and coordinate projects / services
- Experience and understanding of cultural diversity and the ability to work with people from a range of different cultures.
- Experience of recruiting, training and supporting a team of volunteers
- Ability and experience of training/ facilitating groups of people

Desirable

Those with lived experience as a refugee are encouraged to apply

In addition to the above, candidates will be interviewed on the following if they are short-listed. Candidates need not write about these points in the application form.

- Knowledge and understanding of recognised 'good practice' in relation to volunteering within organisations.
- Flexible and innovative approach to piloting new working methods.
- 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.
- 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.
- Excellent verbal 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
- Ability to plan and manage workload within tight timeframes, including case management experience.
- Understanding of and commitment to key advice principles such as confidentiality, impartiality and non-directive approaches and a commitment to equality of opportunity.

- Ability to be administratively self-sufficient, including the ability to record data for monitoring purposes, with a working knowledge of Excel.

Terms and conditions of employment

This post is offered on a part-time basis. The following conditions of service will apply:

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| Salary | £12/hours |
| Location | Plymouth |
| Annual increments | Yes |
| Pension | Yes |
| Holidays | Yes |
| Hours of Work | 18.5 hours per week |
| Probation | 6 months |
| Notice | 1 month |
| Disability | To be shortlisted |
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