

Job Description

You will work with the Coordinator, Anne Dickinson, as one of two paid employees running the charity.

We run a drop-in two mornings a week as a social space for refugees, asylum seekers and migrants where they can access professional advice and advocacy. You will be one of the advisers, responding to a wide range of problems and requests and either helping yourself or signposting when appropriate. You will help as needed with the general running of the drop-in.

You will visit Haslar Immigration Removal Centre, meet the detainees, discuss their needs and assign volunteer visitors. The Coordinator normally visits one half day a week

You will liaise with our volunteer visitors, providing support and training as required and recruiting more as necessary.

A large part of the Coordinating role will be helping in charity administration such as, maintaining records, meeting clients and dealing with correspondence, phone calls and fund-raising. Computer literacy is absolutely essential as is the ability to write a good report.

Community liaison is an important part of the job and you should be able and comfortable with making presentations about our work to various social groups, sometimes out of normal office hours.

It is not anticipated that you will be involved in the Access to Justice project as it is a legal requirement that people giving immigration legal advice should be qualified by the Office of the Immigration Service Commissioner and it is therefore run as self-contained part of our work with its own office and personnel.

We have a reserved Destitution Fund and the Coordinators can make small payments to meet pressing need.

We are a very small charity and immigration is a fast changing field. You will need to be alert to new problems and to be able to respond to them effectively and quickly.

The contracted week is 37.5 hours. There will be some work out of normal office hours but time off may be taken in lieu. The holiday entitlement is 25 days p.a. plus public holidays.

Person Specification

The right candidate will be both practical and caring, a self-starter who can also work as part of a team. You will be someone who gets on with people from different cultures and who may be under considerable stress.

Ability to listen non-judgementally, and to empathise is very important.

Ability to cope and communicate with people having limited English and a limited understanding of official letters and forms.

Good at time management and prioritising.

Computer skills, car ownership and driving all essential.

Friends Without Borders maintains some delicate relationships – with the Home Office and the Prison Service for example – we need on the one hand to be challenging and on the other to be diplomatic.

Presentation

Please prepare a 3 to 5 minute presentation, on a subject of your own choice, to make to the interviewing panel. We can provide a digital projector and computer but it is up to you what aids you use.