



# City of Sanctuary Sheffield

Creating a Culture of Welcome

## JOB DESCRIPTION

### **SPRING Front of House Welcome and Support Worker**

#### **1. BACKGROUND TO THE POST**

City of Sanctuary Sheffield (CoSS) is a charity that works to build a culture of welcome for people seeking sanctuary in Sheffield.

The Sanctuary is a unique welcome centre, run by CoSS, where people from across Sheffield come together to work in solidarity with refugees and asylum seekers. It is a busy, warm environment where no two days are ever the same.

The Sheffield Project for Refugee Integration and Growth (SPRING) project is a highly successful partnership project supporting refugee integration in the city. It was established in early 2019 and further funding was received in September 2020 for this post.

In this post you will be an integral part of City of Sanctuary Sheffield, 'The Sanctuary' and the SPRING project; providing vital support for new refugees in Sheffield.

#### **2. MAIN PURPOSE AND SCOPE OF THE JOB**

To be responsible for the meeting, greeting and referring of refugees at the SPRING project's main hub, The Sanctuary; to manage this effectively when remote working is required through The Virtual Sanctuary; to help refugees navigate the services they require; to work with and support volunteers who are assisting with the project.

#### **3. POSITION IN ORGANISATION**

**Reports to:** SPRING Volunteer Coordinator

#### **4. PAY & CONDITIONS**

**Period of Contract:** This is a fixed term contract, for two years  
**Hours of work:** Part time (0.8 FTE - 29.6 hours per week)  
**Pay scale:** NJC spinal pt.16 + 3%; £19,256 pro rata (£24,070 FTE)  
**Pension:** 8%  
**Based:** Sheffield City Centre, and elsewhere when required  
**Holiday:** 19 days per year, plus public holidays

## 5. DUTIES AND KEY RESPONSIBILITIES

Duties and responsibilities of the SPRING Front of House Welcome and Support will include:

### 5.1. Initial Welcome

- Welcome refugees into The Sanctuary and/or The Virtual Sanctuary, complete assessment, over the telephone if necessary, for new clients and make referrals to appropriate sources of assistance.
- Support volunteers involved in both virtual and face to face 'front of house duties'.

### 5.2 Ongoing contact and outreach

- Support volunteers to deliver ongoing contact and outreach activities.
- Being the first port of call for any SPRING related enquires and make effective referrals to SPRING partners and other organisations across the city.
- Find and use interpreters for assessment forms and ongoing support.
- Reaching out to clients and making appropriate referrals.

### 5.3 Records & Evidence Documentation

- Record details on SPRING database.
- Photocopy documents related to a person's refugee status and/or other documents as required by the Project.
- Ensure that records and details of individuals are stored as required by the Project and duty of confidentiality.
- Liaise with SPRING Volunteer Coordinator and VAS Project Coordinator to keep Project statistics on target.

### 5.4 Prepare facilities at the Sanctuary for partner activities

- Ensure rooms are ready for use.
- Tidy up facilities after activities have taken place.

### 5.5 Liaison with SPRING project partners

- Work collaboratively with partners to make the refugee journey between multiple partners as easy as possible.

## 6. The Sanctuary and The Virtual Sanctuary

The FoH Welcome and Support Worker will work with the rest of the COSS team, ensuring the smooth-running of The Sanctuary when open and The Virtual Sanctuary when needed.

## 7. Additional duties

The context of our work is constantly changing. Additional duties that reflect the changing needs of the organisation may be required.

### PERSON SPEC

		Essential	Desirable
<b>EXPERIENCE</b>	Lived experience of the asylum system is highly desirable		x
	Experience of working or volunteering with refugees and/or asylum seekers	x	
	Experience of working with volunteers		x
<b>KNOWLEDGE</b>	Understanding issues and challenges facing asylum seekers and refugees		x
	Knowledge of advice & support provision available in Sheffield		x
	Fluency in another language other than English		x
<b>SKILLS</b>	Good level of spoken & written English	x	
	Good listening skills	x	
	Ability to work to deadlines with good prioritisation, initiative and time management	x	
	Able to build and maintain relationships with a range of partners	x	
	IT literacy and ability to swiftly learn and use new software	x	
	Good teamworking ability	x	
	Ability to learn and develop	x	
	Ability to multitask	x	
<b>PERSONAL ATTRIBUTES</b>	Friendly and open approach	x	
	Flexibility and adaptability	x	
	Patience and ability to work under pressure	x	
	Able to problem solve and identify solutions	x	
	Self-motivation and reliability	x	
	Commitment to the ongoing development of an inclusive workplace and social justice	x	
	Ability to maintain professional boundaries and confidentiality	x	

<b>OTHER REQUIREMENTS</b>	Able to work occasional evenings and at weekends.	<input checked="" type="checkbox"/>	
	Ability to work in different locations as required including virtually and at home	<input checked="" type="checkbox"/>	
	DBS check and right to work in the UK	<input checked="" type="checkbox"/>	

## SUPPORT AVAILABLE

This role will be rewarding and hard at times and the support below will be available to help the successful candidate with this role:

- Thorough induction into the organisation and the role.
- Development training as required in recognition that candidates may not meet all of the criteria.
- Regular supervision for the role.
- Coaching and therapy if required.
- Equipment for home working if needed.
- Weekly team meetings, coffee mornings and general colleague support.

## APPLICATION PROCESS

To apply, please write a covering letter (no more than 2 pages long). In this letter:

- Say why you are applying for the job.
- Tell us how you meet the job requirements detailed in the person specification. Give practical examples of what you have done that meets each requirement.

In addition, please include the following:

- A brief summary of the work and volunteering you have done or a short CV.
- Name, phone and email addresses of two references, at least one of whom can comment on recent work or volunteer experience.

Email your application to [vacancies@sheffield.cityofsanctuary.org](mailto:vacancies@sheffield.cityofsanctuary.org), or if you prefer, print a hard copy and post it to The Sanctuary, 37-39 Chapel Walk, Sheffield S1 2PD.

Free preparation sessions will be run by the New Beginnings team at Voluntary Action Sheffield. These will be open to anyone applying for the role to learn a bit more about the job and get support with their application. The sessions will run at 10am on Tuesday 27th October and on the week commencing 2nd November (exact date tbc). Please contact the New Beginnings Team on [employment@vas.org.uk](mailto:employment@vas.org.uk) for more information.

Closing date for applications is 5pm on Monday 9<sup>th</sup> November.

If you have not heard by the weekend ending 20<sup>th</sup> November please assume your application has not been successful on this occasion.

Longlist interviews will be held in W/C 23<sup>rd</sup> November.

Shortlist Interview will be held W/C 30<sup>th</sup> November.