



City of Sanctuary Sheffield

Creating a Culture of Welcome

JOB DESCRIPTION

Refugee Support Worker (SPRING)

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 that was established in early 2019.

In this post you will be an integral part of City of Sanctuary Sheffield, 'The Sanctuary' and the SPRING project. You will build on the excellent foundations we already have, supporting the existing team in providing vital support for new refugees in Sheffield.

2. MAIN PURPOSE AND SCOPE OF THE JOB

To support the SPRING Front of House Welcome and Support Worker working alongside new refugees to access the SPRING Project

To provide some cover for one month while the SPRING Front of House Welcome and Support Worker is away to:

- support people seeking sanctuary to access SPRING
- support volunteers working on SPRING

3. POSITION IN ORGANISATION

Reports to: SPRING Front of House Welcome and Support Worker

4. PAY & CONDITIONS

Period of Contract: This is a temporary contract, for up to three months with the possibility of extension

Hours of work: Part time. 20 hours a week over 4 days (35 hours full time)

Pay scale: NJC Scale 8 - £11,915 per annum; £2978 for duration of contract (£20,852 1.0 FTE)

Pension: 8%

Based: Sheffield City Centre

Holiday: 3.6 days for the duration of the contract

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, complete assessment for new clients, over the telephone if necessary, and make referrals to appropriate sources of assistance.

5.2 Ongoing contact and outreach

- Support the SPRING FoH Welcome and Support worker with any SPRING related enquires and make effective referrals to SPRING partners and other organisations across the city.
- Use interpreters where required for assessment forms and ongoing support.
- Support the SPRING FoH welcome and support worker to reach out to people seeking sanctuary as required and make appropriate referrals.

5.3 Records & Evidence Documentation

- Record details on SPRING AirTable database.
- Ensure that records and details of individuals are stored as required by the project and by our duty of confidentiality.

5.4 Cover during SPRING FoH Welcome and Support Worker Absence

- Complete all of the above in the absence of the FoH Welcome and Support Worker when required
- Support SPRING volunteers in the absence of the FoH Welcome and Support Worker when required

6. The Sanctuary

The SPRING Support Worker will work with the rest of the COSS team, ensuring the smooth-running of The Sanctuary when open.

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 SPECIFICATION

		Essential	Desirable
EXPERIENCE	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
KNOWLEDGE	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
SKILLS	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 manage several tasks at the same time	X	
PERSONAL ATTRIBUTES	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	
OTHER REQUIRE-	DBS check and right to work in the UK	X	

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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.
- Weekly team meetings, coffee mornings and general colleague support.

APPLICATION PROCESS

To apply, please send the following to our vacancies email address - vacancies@sheffield.cityofsanctuary.org:

1. A covering letter (no more than 1 page 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.
2. A brief summary of the work and volunteering you have done or a short CV.
3. Name, phone number 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, or if you prefer, print a hard copy and post it to The Sanctuary, 37-39 Chapel Walk, Sheffield S1 2PD.

A free preparation session will be run by the New Beginnings team at Voluntary Action Sheffield. This will be open to anyone applying for the role to learn a bit more about the job and get support with their application.

The session will run on Thursday 26th May from 4:30 to 5:30 at The Sanctuary, 37-39 Chapel Walk, S1 2PD. Please contact the New Beginnings Team on employment@vas.org.uk for more information.

Closing date for applications is 5pm on Wednesday 8th June.

Shortlist Interview will be held W/C 13th June.