



Family Support Coordinator for Croydon Refugee Day Centre Job Application Pack

Introduction to Croydon Refugee Day Centre

The Croydon Refugee Day Centre (CRDC) is a small but specialist, primarily volunteer-led organisation, with 25 years' experience of supporting asylum seekers and refugees across Croydon and beyond. Our vision is that all asylum seekers and refugees across Croydon are able to integrate into and thrive in the UK. To this end, we support them both with their basic, practical needs and their mental health and well-being – as well as to develop the support networks, skills and experience they need to flourish.

Over the past few years, the number of asylum seekers and refugees in Croydon has increased dramatically, and CRDC is increasing its services and staffing to meet the new level of need.

Family Support Coordinator for the Croydon Refugee Day Centre

- Title:** Family Support Coordinator
- Contract:** One year fixed -term contract (role may be extended dependent on funding)
- Salary:** £28,000 pro rata for 22.5 hours per week + pension (£16,800 absolute)
- Reporting to:** Centre Manager
- Place of Work:** Croydon Refugee Day Centre, West Croydon Baptist Church, Whitehorse Road, Croydon, CR0 2JH, with some home-working and regular off-site working throughout the borough of Croydon
- Days of Work:** 3 days per week (core hours will include 9.00am-1pm Wednesday; the rest of the working pattern will be agreed with the Centre Manager)
- Purpose:** To organise and deliver CRDC's Family Support Programme, including 1-1 casework with families to support children into education, and overseeing our Family Support Volunteers

Job Description

Role and Responsibilities

The Family Support Coordinator will work at CRDC's centre and run weekly to fortnightly drop-ins (capacity-dependent) at four asylum hotel sites housing children across Croydon, working in partnership with other organisations, front-line staff from the accommodation provider, and with CRDC staff and volunteers, to identify and reach out to families new to the accommodation and families that might need extra support.

The Family Support Coordinator will have the following responsibilities:

1. Offer practical, hardship support to families with children.
2. Build links with, refer and signpost families to other organisations that offer opportunities and support for children and young people.
3. Support and empower families new to the area (and the country) – by helping them understand and navigate UK educational and child-related systems – including supporting with in-year school applications and school liaison.
4. Support families transitioning out of the asylum system or area to find new support networks.
5. Work with the Operational Coordinator to run activities for children not yet attending school at our Wednesday Welcome sessions, and to run one-off outings and activities in school holidays.
6. Maintain our database and records detailing the support we are offering families.
7. Supervise and guide Family Support Volunteers within the team.
8. Undertake other tasks as needed for the organisation, at the direction of the Centre Manager.

Person Specification

E = essential

D = desirable

Qualifications

- Educated to degree level or equivalent qualification. We will also accept candidates who can show equivalent experience (E)

Skills & Abilities

- Excellent practical organisational and time-management skills (E)
- Ability to work on own and to take the initiative (E)
- Ability to work with and communicate with a wide range of diverse people(E)
- Ability to work under pressure with a high range of competing priorities (E)

- Advanced English language fluency (E)
- Excellent verbal communication skills(E)
- Good written communication skills(E)
- Ability to listen actively and work in a non-judgemental way that builds trust in 1-1 relationships with families (E)
- Ability to relate well to children and young people (E)
- Ability to build and maintain good relationships with a wide range of organisations (E)
- Good IT skills with experience of using remote working tools (E)
- Ability to speak languages other than English (particularly Arabic, Farsi, Pashto, Dari, Kurdish Sorani, Tigrinya, Amharic or Albanian) (D)
- Full, clean driving licence with access to car (D)

Knowledge & Experience

- Knowledge of issues and challenges affecting asylum seekers and refugees (E)
- Knowledge of safeguarding (E)
- Experience of working alongside people from different organisations (E)
- Experience of working with vulnerable people of all ages from diverse backgrounds experiencing sensitive or challenging situations (E)
- Experience of communicating across languages (E)
- Experience of working with children and young people (E)
- Experience of managing and prioritising casework (E)
- Experience of working in small charity environment (D)
- Experience of working with and managing volunteers (D)
- Lived experience of the asylum system, being a refugee and/or migration (D)
- Knowledge of legislation and policies affecting asylum seekers, refugees and migrants (D)

To apply for the role, please submit a C.V. and a 2-page covering letter explaining why you want the role and how you meet the person specification by 10th April 2024 through www.charityjob.co.uk.

Shortlisting will be after the advert closes and interviews will be held in person in the week beginning Monday 22nd April. Role to start in May 2024.

Please note that appointment is subject to a right to work check, enhanced DBS check and satisfactory references.