

**Lewisham Asylum Hub Coordinator**  
**Job Description**



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| <b>Job Title:</b>       | Lewisham Asylum Hub Coordinator               |
| <b>Responsible to:</b>  | Business and Operations Manager               |
| <b>Responsible for:</b> | Activities Volunteers                         |
| <b>Working hours:</b>   | 14 hours/week                                 |
| <b>Salary:</b>          | £30,000 + 6% pension contribution (pro-rata), |
| <b>Contract:</b>        | Fixed term until 31st October 2024            |
| <b>Location:</b>        | Lewisham                                      |

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**Main Responsibilities**

1. To manage the Lewisham Asylum Hub aimed at supporting asylum seekers living in hotels/initial asylum accommodation (IAC) in Lewisham.
2. To lead, in co-ordination with the Business and Operations Manager, on the recruitment, induction, training and management of volunteers to support the Hub.
3. To contribute to the development of the Hub.

**Key tasks and responsibilities**

- 1.1 To manage the Lewisham Asylum Hub aimed at supporting asylum seekers living in hotels/initial asylum accommodation (IAC) in Lewisham.
- 1.2 Conduct consultation with asylum seekers in hotels/IAC on social activities that would help them integrate in the community and improve their mental health and well-being.
- 1.3 Plan and implement social and educational activities which may include English clubs, well-being, arts and crafts and more.
- 1.4 Link residents up with other organisations in and around Lewisham offering various social engagement activities and support them in accessing them including managing an online calendar of events for residents.

- 1.5 Identify and connect with potential partners, developing agreements on services they can offer to asylum seekers and meeting with them regularly. These could include health services, wellbeing activities, English classes, advocacy services and general advice.
- 1.6 Provide support and assistance to residents during activities as needed.
- 1.7 Manage partner agencies and LRMN colleagues to organise drop-in services offering a range of support to asylum seekers in hotels.
- 1.8 Work with volunteers and partner agencies to provide a safe and welcoming environment for visitors.
- 1.9 Signpost residents to AFRIL and or SLC workers providing casework support on immigration and more.
- 1.10 Record all support provided and attendance at activities on our client management system.
- 1.11 Manage distribution of Oyster cards and support residents to access travel fares.

**2. To lead, in co-ordination with the Business and Operations Manager, on the recruitment, induction, training and management of volunteers to support the Hub.**

- 2.1 Recruit, train and supervise a team of volunteers.
- 2.2 Ensure volunteers are supported, including giving a briefing at the start of each drop-in session.
- 2.3 Ensure volunteers are acting in line with service standards and LRMN policies and guidance.
- 2.4 Contribute to the delivery of training for volunteers and partner agencies.

**3. To contribute to the development of the Hub.**

- 3.1 Ensure take up of social engagement activities by the residents are monitored and recorded.
- 3.2 Gather feedback and suggestions for future activities.
- 3.3 Ensure accurate and timely records of all activities are kept.
- 3.4 Ensure outputs and outcomes are accurately and timely recorded on Advice Pro.

3.5 Lead on the marketing and promotion of the Hub, networking with hotel staff, AFRIL workers and local groups.

3.6 Prepare and or assist with reporting to funders and trustees.

#### **4. Other Duties**

4.1 To participate in LRMN staff meetings, maintaining a high level of professionalism and contributing skills and knowledge towards best practice for the organisation.

4.2 To attend supervision and appraisal meetings and other relevant activities.

4.3 To be administratively self-servicing.

4.4 Work flexibly as agreed to meet the demands of the service – this may involve evening and weekend work.

4.5 Maintain confidentiality in all matters relating to the work of the organisation.

4.6 Comply with LRMN's policies and procedures.

4.7 Positively promote LRMN and its work.

4.8 Undertake any other work as may be reasonably requested.