



Job Title: Refugees at Home (R@H) Placement Coordinator (Full Time)

Duration: Permanent subject to 3 months' probation

Reporting to: Placement Team Manager

Salary: £26,000- £30,000
We anticipate new candidates joining us on the start of this salary scale.

Any of us could be refugees, in different circumstances.

Refugees at Home connects people with a spare room to refugees and asylum seekers in need of somewhere to stay.

We don't think people who come to the UK for sanctuary should end up on the streets. Our vision is for every refugee and every person seeking asylum to have a safe place to stay.

Refugees at Home was set up by a group of friends in 2016 in response to the Syrian refugee crisis. Since then, it has grown to become the UK's largest independent hosting charity, finding rooms for over 6,000 guests from 75 different countries.

Refugees and people seeking asylum are fleeing war or persecution in their own countries. But many who come to the UK in search of safety find themselves facing homelessness and destitution. They may be without statutory support for long periods, or need some additional help to build new lives.

We recruit and support volunteer hosts who are willing to offer a temporary home and a helping hand. Our role is to carefully match each guest and host, to assess and prepare them ready for hosting, to advise on hosting arrangements and accommodation, and to provide ongoing support to hosts throughout each stay.

Job Description

Reporting to: Placement Team Manager

The **Placement Coordinator** is one of a small team responsible for making placements between hosts and guests, using information contained in our database. You'll be keeping up to date records and providing support to hosts throughout any placements you make. **This is not a face-to-face casework role. Refugees at Home provides support to our hosts and guests remotely.**



This individual will need a strong interest in refugee rights and advocacy, an understanding of the specific situations and circumstances of refugees and asylum seekers, and excellent attention to detail.

All candidates must share a commitment to the mission and values of Refugees at Home.

The Placement Coordinator will be responsible for overseeing their caseload of R@H placements and database management. The role of Placement Coordinator will be to work alongside the placement team in making safe placements quickly and efficiently.

The Placement Coordinator will need to be able to assess high volumes of applications and data and escalate cases to senior team when appropriate. The Placement Coordinator will work closely with the Senior Placement Coordinator and will be responsible for responding to third party referrers and hosts.

Placements

- Respond to placement queries when received from referrers, seeking additional information and clarification as required
- Triage referrals and reject referrals where we are unable to help.
- Identify placements coming to an end and make enquiries, arrangements as required for the host and guest.
- Assist other team members in making placements as needed, by sharing specific tasks and providing guidance on available hosts.
- Escalate and consult on difficult and complex cases
- Support hosts through the placement period to ensure they are supported.
- Work with the Outreach team to identify suitable hosts, and share themes and challenges in your role

Administration

- Managing host records relating to hosting preference and availability
- Following R@H best practice and training to ensure information is recorded accurately and in a timely fashion
- Using the R@H database to locate suitable hosts for guests

Essential Criteria:

- Excellent communication skills – in writing, by phone and in person
- Good stakeholder management skills
- Experience of data entry and/or working with databases



- Ability to make decisions under pressure, ability to use initiative to problem solve and judgment on when to defer or consult on those decisions,
- 'Emotional intelligence' and personal robustness,
- Attention to detail and commitment to delivery
- IT literacy
- Flexibility and willingness to get involved in ad hoc activities and projects
- Resilient and self-motivated enough to work largely remotely, with three office days a week in London.
- Demonstrable interest in asylum-seekers and refugee issues in the UK

Desirable Criteria:

- Experience of supporting vulnerable individuals
- Previous experience working in a volunteer led environment

About working at Refugees at Home:

We aim to be a great employer and provide a supportive place to work. We provide regular training opportunities for our team and in addition we offer:

- 25 days holiday per year (increasing to 28 days per year for multiple years of service)
- Interest free season ticket loan scheme
- Free eye tests and annual flu-jabs
- Cycle to work scheme.
- Access to a confidential Employee Assistance Programme
- Opportunities for training, development, and networking

We are proud to be a member of the Experts by Experience Employment Network (www.ebeemployment.org.uk), which aims to increase representation of people with lived experience in the charitable sector. Please feel free to use information and resources at <https://www.ebeemployment.org.uk/ebe> which may help in preparing your job application.