

**CHAT Phoenix House Coordinator**

**Job description**

**Job title**: CHAT Phoenix House Coordinator

**Area of work:** Beacon Office / Phoenix House

**Reports to**: BEACON Team Leader

**Hours:** 5 hours per week, with flexible working available.

**Salary:** NJC Pay Scale 4 Spinal Column Point 7 (£19,554 pro rata)

**Holiday entitlement**: 28 days plus 8 public holidays (pro-rata)

**Job purpose**: BEACON is a small Christian charity working to support the needs of asylum seekers in Bradford. CHAT Phoenix House is a project for people attending immigration and asylum hearings at the Phoenix House Immigration and Asylum Tribunal Hearing Centre in Thornbury, Bradford. Volunteers offer a listening ear and a friendly face in addition to refreshments and signposting information. The CHAT Phoenix House Coordinator will liaise with staff at Phoenix House, support volunteers to deliver the service and work to develop and sustain the project. The project currently runs on Monday, Tuesday, Wednesday and Thursday mornings*.*

**Key Responsibilities**:

* To work in accordance with BEACON’s policies, charitable objectives, mission and vision at all times
* To be responsible for the co-ordination and day-to-day running of the CHAT Phoenix House project
* To recruit, train and provide ongoing support to volunteers to ensure successful delivery of the project, including holding regular volunteer meetings
* To plan a monthly volunteer rota in accordance with volunteer availability
* To organise the provision of tea, coffee, and other refreshments at Phoenix House
* To provide and keep up-to-date information available at Phoenix House for signposting asylum seekers to organisations which can support them in their local area
* To keep records and data relating to the project for monitoring purposes and provide regular reports to trustees
* To manage financial resources accordingly including responsibility for petty cash held at Phoenix House
* To liaise with staff at Phoenix House in relation to the successful delivery of the project
* To occasionally participate on shifts when volunteers are unavailable
* To ensure the CHAT Phoenix House project is compliant with BEACON policies and legal requirements and the volunteers have access to all relevant policies (for example, health and safety, data protection, safeguarding etc.)
* To attend regular BEACON team meetings, BEACON’s annual AGM and Away Day
* To attend relevant training as and when required, to enhance ability to carry out the role
* To perform any other tasks commensurate with pay scale to ensure smooth running of the CHAT Phoenix House project.

**Person Specification**

Please refer to the specification below when completing the application form:

*Key*

*E = Essential, D= Desirable*

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| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **EXPERIENCE** |
| Experience of recruiting and supervising volunteers | X |  |
| Experience of working with asylum seekers (voluntary or paid) |  | X |
| Experience of developing services and projects |  | X |
| Experience of working or volunteering for a small charity or voluntary organisation |  | X |
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| **SPECIALIST KNOWLEDGE / QUALIFICATIONS** |
| Knowledge and understanding of reasons why people seek sanctuary in the UK |  | X |
| Knowledge and understanding of the UK asylum system  |  | X |
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| **SKILLS AND ABILITIES** |
| Able to work both independently and as part of a team | X |  |
| Exceptional organisational skills and the ability to keep accurate records | X |  |
| High level of written and spoken English, with an ability to write brief reports | X |  |
| Excellent interpersonal skills and the ability to relate to people of different backgrounds | X |  |
| Ability to use IT packages such as Microsoft Word and Excel  | X |  |
| Ability to deliver training | X |  |
| Ability to ensure project compliance with policies and procedures in relation to safeguarding, confidentiality, data protection, health and safety and equal opportunities | X |  |
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| **PERSONAL CIRCUMSTANCES** |
| Ability to work flexibly to meet the demands of the post | X |  |
| Use of car or other mode of transport for travel to and from Phoenix House | X |  |
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| **DISPOSITION / ATTITUDE** |
| Interest in and sensitivity towards the needs of asylum seekers | X |  |
| Respect for cultural, ethnic and religious diversity | X |  |
| Sympathy with BEACON’s Mission Statement and Objectives | X |  |
| A friendly yet professional approach | X |  |