



Job Description

Job Title: Service Coordinator

Responsible to: Sanctuary Hosting Service Manager

Salary: £21,000 per annum gross (pro rata). Hours 22.5 per week.

Location: Sanctuary Hosting has an office base at Emmaus Oxford but staff also work from home and across the Thames Valley community.

Context

Sanctuary Hosting matches homeless asylum seekers, refugees and vulnerable migrants (guests) with people who have a spare room or a sofa bed that they offer freely for a finite period (hosts). Since its inception the scheme has provided over 19,000 nights of accommodation to a total of 96 people who would otherwise have been homeless.

There are currently four part-time members of staff, supported by a strong network of around 25 volunteers, who work with both hosts and guests to help ensure the success of each placement.

Sanctuary Hosting was launched in Oxford in 2015 and now operates across Oxfordshire, Buckinghamshire and Berkshire, with most placements in Oxford and a smaller number in Milton Keynes, Reading and Marlow. A project worker is currently employed in Reading to coordinate placements in the Reading and Marlow areas and the Service Coordinator is expected to focus primarily on Oxford, Milton Keynes and Buckinghamshire.

Overall purpose of the post

The Service Coordinator has lead responsibility for assessing and responding to referrals of people facing homelessness and for coordinating, facilitating and supporting hosting placements. The post holder is also responsible for supervising Sanctuary Hosting's volunteers (both hosts and support workers) and for line management of the Service Assistant. Sanctuary Hosting's service relies heavily on the generosity of volunteer hosts and support workers. The Service Coordinator is in regular contact with all volunteers and plays a key role in communicating the impact of their role in helping a sanctuary seeker out of homelessness and into independent living.

Main duties and responsibilities

Referral and caseload management

- Match new and existing guests to suitable hosts, ensuring that all referrals are responded to in a timely and professional manner.
- Ensure appropriate assessment of the suitability for hosting of asylum seekers, refugees and vulnerable migrants who have been referred to Sanctuary Hosting for crisis accommodation.
- Encourage each guest to actively pursue a resolution to their homelessness via attending meetings with their caseworker, solicitor as needed.
- Work with the Service Manager to respond to pressing issues facing guests and volunteers in a timely and responsive manner.
- Ensure at the end of each placement that all guests have a new host to move on to, where available and suitable, until they move on from the scheme.
- Maintain a good overview and understanding of move on prospects for guests currently hosted and of the availability and hosting preferences all hosts on the hosting scheme.

Management of volunteers

- Work with the Service Assistant to ensure all new volunteers are interviewed, undertake a DBS check, receive training and provide references prior to volunteering.
- Assist the Service Manager to ensure all volunteers have a clear understanding of their role and remit and receive appropriate support and supervision, highlighting additional training or support needs.
- Stay in regular contact with active volunteers to ensure they are supported, and as a mechanism to keep up to date on each hosting placement.
- Communicate the impact of hosting to volunteers involved in supporting a guest who goes on achieves independent living.

Service development

- Develop mechanisms for collecting feedback from hosts, guests and volunteers and ensure this feedback is used to develop and improve the Sanctuary Hosting scheme.
- Gather information about potential move on options for guests to enable them to move out of hosting and access independent living situations.
- Develop signposting and referral resources to ensure guests with additional needs can be supported appropriately.
- Work in partnership with refugee support agencies in the Thames Valley to maintain and build close working relationships to support guests.
- Assist the Communications and Marketing Officer in identifying any volunteers or guests who might be willing to highlight their own experience with SH for communications or media purposes
- Attend publicity events to promote Sanctuary Hosting's work.

Administration

- Working with the Service Assistant, ensure all destitute guests receive weekly living expenses and bus passes as appropriate.
- Working with the Service Assistant, maintain up to date records of volunteers' personal details, availability, and preferences in the role.
- Ensure all work is entered into the shared database (Charity Log) and shared folders to track actions carried out on behalf of individuals referred to the scheme.

- Ensure records are securely maintained at all times in line with data protection legislation.

Person specification

E = Essential criteria

D = Desirable criteria

Experience	<ul style="list-style-type: none"> ● Experience of working with asylum seekers, refugees and vulnerable migrants D ● Experience of working with people at risk of homelessness E ● Experience of working with volunteers E ● Experience of supporting survivors of Domestic Violence D ● Experience of supporting survivors of trafficking D ● Experience of recruiting and managing volunteers D ● Experience of developing and maintaining effective working relationships with external stakeholders D
Knowledge/Technical skills	<ul style="list-style-type: none"> ● A general understanding of the situation of asylum seekers, refugees and vulnerable migrants in the UK or willingness to learn E ● IT skills, including email, Word, Excel, databases, internet and social media E
Competencies	<ul style="list-style-type: none"> ● Excellent interpersonal skills E ● Well organised, with the ability to manage own time and workload, and prioritise effectively E ● Confident in approaching new contacts and establishing new working relationships E ● Ability to work flexibly as part of a team E ● Ability to communicate effectively and tactfully with people of diverse cultures and backgrounds E
Behaviours	<ul style="list-style-type: none"> ● An understanding of equal opportunities and anti-discriminatory practices, and the need to promote diversity E ● Ability to uphold confidentiality in all aspects of work with service users, volunteers and colleagues E ● Empathy for the situation of sanctuary seekers E ● An understanding of boundaries and self-care E
Other	<ul style="list-style-type: none"> ● Ability to travel across the area served by Sanctuary Hosting as required by the needs of the service. E ● Ability to work flexibly, including in the evenings and at weekends, when required to meet the needs of guests and hosts. E ● Current driving licence valid for use in the UK and access to own vehicle D