Refugee Support Hub Supervisor

Location: Shrewsbury
Contract type: Fixed Term for 1 year
Responsible to: CEO and Office Manager

Hours: 3 days per week amounting to 19.5 hours per week.

Week 1: Monday, Tuesday, Wednesday

Week 2: Thursday, Friday, Saturday

Salary: Dependent Upon Experience

Positions Available: 2

We have an exciting opportunity for 2 Refugee Support Hub Supervisors to join Shropshire Supports Refugees (SSR).

Shropshire Supports Refugees is a successful local charity whose aim is to support individuals and families who have been displaced to feel welcomed, safe and to live with dignity. You will work closely with a range of different organisations and external partners, to ensure our service users are provided with high quality, holistic, person-centred support.

In this role you will be responsible for Supervising the support Hubs that we have in the Riverside shopping centre.

Main Tasks will include

* Supervision of the Hub volunteers
* Coordination of the Hub Timetables and room booking system
* Monitoring and reporting of the health and safety procedures in the Hubs to include updating Risk assessments and policies and proceedures
* Safeguarding lead in the Hubs
* Opening and closing of the Hubs
* Delivering Training to the volunteers
* Welcoming and assisting guests and Hub users
* Assessing the usage of the Hubs and working with the SSR team to ensure maximum usage according to the changing needs of the client group
* Maintain contact with the 4 Satellite hubs and share resources/ information and guidance both ways
* Coordinating and delivering support/casework services for refugees, asylum seekers and migrants in the Shropshire area who come into the Hub for advice and help
* Undertaking a range of duties to develop, deliver, maintain and promote the service.
* This is a varied role that will involve working with adults, young people and families in diverse situations who have experienced displacement.

This will be an incredibly rewarding role and will help SSR to achieve its mission of supporting people in crisis. You will be making a tangible difference to the lives of the people we support. If you have a genuine passion for helping people and want to make a difference to the lives of refugees and other displaced people in our community, we would love to hear from you.

The Hub is a place of safety, a base to explore the town from and for people to begin their new lives from.

Hub users are encouraged to help themselves and make themselves at home. We encourage the empowerment model, and consult them every time there may be changes needed to the usage of the Hubs

There will be donations management involved as well as management of the various services we will deliver from there- to include but not exclusively

* ESOL for Hub users
* Health and Wellbeing services
* Training for volunteers and hosts
* Awareness raising courses and activities for Ukrainian guests, refugees and migrants
* Psychosocial activities for Hub users to include cooking, arts, crafts etc

The role will require you to:

* offer face to face support to a range of service users.
* empower service users to build informal community networks supporting them to live successfully within a new country and within their local community.
* carry out induction training for new volunteers
* organise and manage rotas and bookings for our support hub, the donations unit and the therapy room
* implement safeguarding and health and safety procedures throughout the hub and the donations unit.
* coordinate and support a team of volunteers to promote advocacy and practical and emotional wellbeing, enabling our service users to access the support and services that they need.
* work weekends and evenings at on a rota basis
* signpost to local and national services
* report outcomes and impact assessments of the service to the CEO
* attend regular training

Essential skills:

* Experience of undertaking and providing casework/support to vulnerable clients.
* Excellent intra-personal and inter-personal skills
* Demonstrate an understanding of the issues displaced people face and their rights and entitlement.
* Excellent verbal and written communication skills in English, with the ability to communicate effectively with people whose first language is not English directly and through interpreters.
* The ability to provide sensitive, safe and empowering support to distressed people in vulnerable situations.
* The ability to organise, plan, manage, monitor and prioritise your own and others’ workloads.
* Knowledge of the roles of statutory and non-statutory agencies in supporting people who have experienced displacement.
* Excellent administrative skills to record and input data to demonstrate impact and evaluation reports, along with administrative reports to Board of Trustees.
* Demonstrate a positive, can-do attitude with a passion for delivering the best outcomes for vulnerable people.
* Good IT Skills

Desirable skills:

* Ukrainian or Russian speaker and or Arabic
* Competent in the use of Salesforce.

The successful applicant will receive full training and be subject to an enhanced DBS check.

Please complete the application form and send it along with your CV to emma.hughes@shropshiresupportsrefugees.co.uk

Closing date for applications is 3pm on Friday the 10th June with interviews expected to take place from 15th June 2022.