



Community Liaison Coordinator

Job Description

Job Title:	Community Liaison Coordinator
Reports To:	Community Liaison Manager
Date Created:	30/05/2018
Version	5

Scope of the Role:

This role reports directly to the Community Liaison Manager and has a close link to Regional Operations Management. The scope of this role is to develop and maintain partnership arrangements with private, public and voluntary sectors and the local communities to meet the service needs and operational contract. The post holder is required to establish practical and meaningful outreach relationships which may lead to service commissioning and deliver training programmes as appropriate to other service providers including advice hubs and voluntary sector agencies. Also to forge and maintain links with statutory agencies such as DWP, JCP, housing depts. schools etc. The post-holder will work consistently to ensure the continuous local development of the Community Liaison Service; he/she will ensure that all associated processes are accurate, professional and consistent at all times. The post holder is expected to contribute to the overall success of the Organisation in accordance with Migrant Help's aims, objectives, vision and values and by promoting a seamless service to clients.

Essential Criteria:

- Educated to a good standard
- Practical experience of community development work
- Excellent networking, and promotional skills
- Experience recruiting, training, managing, and supporting groups of people
- Working with people in sensitive and emotionally demanding situations is essential
- Experience of working in a multi-cultural environment.
- Excellent Customer Care Skills with meticulous attention to detail
- Proven ability to prioritise and work on your own initiative whilst respecting boundaries
- Good negotiating skills
- Good IT skills, particularly MS Office applications
- A compassionate and “can-do” attitude

Desirable Criteria:

- Ability to speak any additional languages
- Accreditation at OISC Level 1 or higher
- Experience of working in the voluntary sector
- Experience of undertaking advocacy in a sensitive manner

Core Areas of Responsibility:

- Build and maintain excellent relationships with key services, ensuring open communication, mutual cooperation and the rapid resolution of issues.
- Establish relationships with stakeholder key community groups, community organisations and voluntary sector agencies within the Asylum Seekers and Refugee sector, to establish referral protocols, commissioning arrangements and partnership working agreements to support the effective delivery of Asylum Help in the region.
- Explore need/opportunities for outreach advice work provision, service commissioning and facilitate delivery in advice hubs, destitution centres etc. for vulnerable and complex needs/case clients.
- To map regional provision of pastoral, health, art and fitness activities to deepen client experience and to attract these activities to be accessible to clients both inside and outside Initial Accommodations.
- Ensure Asylum Help is integrated into the local and regional statutory and voluntary sector networks to create and maintain long lasting and active relationships to promote Migrant Help provision as a complimentary part of the wider support community.
- To keep up to date with issues affecting asylum seekers, refugees, social and community cohesion, locally, regionally and nationally.
- Provide local intelligence and information to inform operational strategy, responsive team deployment for specific regional client support and any other issues affecting delivery of Asylum Help.
- To provide written updates to the CLM highlighting positive experience stories of local activities which include asylum seekers and Refugee's. To highlight areas of good practice and new relationships built with RCO's, NGO's and other statutory bodies.
- To instigate and build on working relationships with statutory sector providers such as DWP, JCP, housing and education in order to map integration pathways and facilitate effective move-on.
- To identify and assist development of new service opportunities across the regions for Migrant Help clients across Asylum Help, Voluntary Sector and Community Engagement services.
- To work with stakeholders and Home Office to establish service provision and support wider expansion of regional dispersal clusters.
- Provide talks/training to enable community groups to be proactive in their assistance of asylum seekers/ refused asylum seekers as required.

- Attend and participate in national and local team briefs and meetings, participate in staff training and appraisal processes (SAA).
- As a senior member of staff ensure full understanding of the Regional Operations by attending management/team meetings. To occasionally deputise for the Regional Operations Manager during annual leave or long-term absence sharing responsibility with other senior staff.
- To maintain an authoritative understanding of the elements of the advice model being delivered under the contract and how these form part of Migrant Help service delivery along with Telephone and Compliance Team.
- To refer and signpost potential volunteers to appropriate agencies or where possible to recruit, train and support volunteers to assist within various aspects of Migrant Helps client based services.
- To identify and where appropriate set up and support volunteering projects that address unmet client need and/or meet service development objectives.
- To support the ROM and Community Liaison Manager and lead on organising regional activities relating to Refugee Week.
- Undertake any other duties which may be assigned from time to time by your Line Manager

General Areas of Responsibility:

- Under the auspices of Health & Safety, observe your duty of care to yourself and others at all times. Observes the Migrant Help Health & Safety policies
- Undertake training as necessary in line with the development of the post and as agreed with your manager under the auspices of PDR or otherwise
- Occasionally training or meetings are organised outside of normal working hours. The post holder will be expected to attend whenever reasonably practicable
- To achieve and demonstrate agreed standards of personal and professional development within agreed timescales
- To contribute positively to the effectiveness and efficiency of the team in which he / she works
- To support and demonstrate the vision and values of our organisation at all times

Special Consideration:

- This post is subject to an enhanced Disclosure Barring Service (DBS) check
- This post is subject to a Counter Terrorism Check
- The post holder must at all times adhere to Migrant Help's Equality & Equal Opportunities Policy and Diversity Policy
- This post will require regular travel within a designated Local Authority area and may also require travel outside the area, therefore flexibility is required to meet this need as it arises
- This post requires the post holder to attain OISC Level One
- Full UK driving licence (reasonable adjustments will be considered for those unable to hold one due to a disability)
- This service may incorporate an "Out of hours" service. The post holder will need to fulfil rostered duties as may be required of the service

Continuing Professional Development:

- With the support of your line manager and Organisational Director, the post holder is expected to take responsibility for his/her continuing professional development (CPD) and identification of developmental needs through the Migrant Help Professional Development Review (PDR) programme.

Health & Safety:

At Migrant Help, we place the highest priority on the health, safety and wellbeing of our personnel, colleagues and clients. The post holder is therefore expected to take responsibility for observing and complying with all the relevant Migrant Help policies, procedures and guidelines pertinent to Health and Safety. The post-holder will also attend programmes relevant to Health and Safety as required by virtue of the role or as determined by the Board of Trustees.

Equality and Diversity:

We promote a working environment in which diversity is recognised, valued and encouraged. We acknowledge the multi-cultural and diverse nature of the UK workforce and society in general. We are committed to principles of fairness and mutual respect where everyone accepts the concept of individual responsibility. It is therefore your responsibility to make sure you observe and adhere to this policy at all times. We view any breach seriously. We will investigate and potentially take disciplinary action. This may include dismissal in instances we consider gross misconduct.

*** The Line Manager in consultation with the post holder will prioritise the aforementioned duties. The post holder may be asked to re-organise their work in order to help the agency respond to changes in type or event or need. This would be done in a way consistent with the purpose of the post and in consultation with the post holder.*

Person Specification: Skills & Behaviours

Knowledge, Experience, Skills

- Good clear written and spoken English
- Practical experience of community development work
- Excellent networking and promotional skills
- Ability to plan develop and deliver outreach talks, workshops and training sessions to community organisations
- Experience of managing and prioritising a diverse and demanding workload, plus excellent organisational and time management skill
- Ability to manage and train a team of volunteers and interns to assist in the role
- Ability to work under pressure and to deadlines
- Ability to work as part of a team and on own initiative within an agreed framework
- Ability to complete forms and records accurately
- Ability to learn quickly and adapt to change
- Excellent self-organisation skills
- Ability to work as part of a team and on own initiative within an agreed framework
- Good IT skills in word processing, spreadsheets and email/willingness to acquire them

Communication Skills	<ul style="list-style-type: none"> • A welcoming disposition towards all visitors and clients to Migrant Help • Good inter-personal skills and the ability to relate to a wide range of people • Skills in liaison and negotiation with other agencies on behalf of clients • Excellent active listening skills • Ability to absorb complex written information and communicate effectively • Ability to explain complicated information to clients including the use of an interpreter • Excellent ability to communicate with diverse groups • Confident to deal with matters such as verbal abuse/agitated staff/complaints and diffuse difficult situations and provide conflict management without becoming personally involved • Works effectively in partnership and gains confidence of stakeholders and colleagues
Personal Attributes	<ul style="list-style-type: none"> • Highly dedicated with genuine interest in Migrant Help and our clients • Sympathetic to refugee and human rights issues • Ability to work empathically with people facing transition and uncertainty • A commitment to equal opportunity, anti-discriminatory and anti-oppressive principles and practices • An understanding and observance of impartiality and confidentiality • Prioritises tasks and organises own time effectively • Respect for Boundaries • Responsible and responsive attitude • Flexible and adaptable style/approach towards the requirements of the role and the business exigencies • Consistently supports and promotes excellence in client care
Behaviours/ Competencies	<ul style="list-style-type: none"> • Professionalism • Cultural Awareness • Ethics & Integrity • Interpersonal Awareness • Respect • Supporting Others • Valuing Diversity

Organisational Values:

As part of your role it is important you operate within the following key organisational values:

- Protection
- Diversity
- Equality
- Partnership
- Innovation
- Excellent

The post holder must at all times adhere to Migrant Helps' Equality Policy and Diversity Policy. This job description is indicative and does not exclude other duties which may be required and that are generally consistent with the role.