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Job description

**JOB TITLE:**  Senior Project Co-ordinator

**TEAM:** Refugees into Jobs

**GROUP:** **Integration and Employment Department**

**LOCATION:** Stratford, London (hybrid working)

**REPORTS TO:** **Refugees into Jobs (RiJ) Service Manager**

**GRADE:** 7 (**£37,747 Regions; £42,525 London)**

**HOURS:** 35 hours per week

## The Organisation

Founded in 1951, the Refugee Council exists to support people who come to the UK in need of safety and speak out for compassion, fairness and kindness. We achieve this by providing expert advice and casework, building the capacity of refugee community organisations, and working with allies across society to change government policy.

Our vision for refugees to be welcome to live safe and fulfilling lives contributing to the UK has never been more urgent and needed. Today 27 million refugees and 84 million displaced people around the world need of safety, dignity and welcome. We are determined to secure public and government support for safe routes for all people seeking safety, and a fair, effective and compassionate refugee protection system.

## Now is an excellent time to join the Refugee Council. Our strategy - which you can read here - sets an ambitious direction which will see us defend refugee protection in the UK against the Government’s corrosive plans with refugees and like-minded allies, united in our desire to create a just, fair and humane refugee protection system. It will also see us delivering direct services that improve people’s refugee protection journey through targeted advice and casework and strengthening and connecting Refugee Community Organisations with other service providers and advocates.

**Our Values**

Our values underpin everything we do:

* **Inclusive**: We are inclusive. We work with - not for - refugees and people seeking asylum, so they have an equal voice, co-producing projects and ensuring their expertise and experiences are at the heart of what we do.
* **Collaborative**: We are collaborative. Working with others is a priority in order to have the collective impact that is vital to achieve policy and practice reform.
* **Courageous**: We speak out when we see injustice, cruelty and unfairness. We always stand up for what we believe is the right thing to do to transform the experiences of those seeking protection in our country.
* **Respectful**: We are respectful of all those we interact with. We treat everyone – our staff, volunteers, beneficiaries, partners and people we disagree with – with the same respect, professionalism and understanding.

## Refugees into Jobs (RiJ) Service

People who are recognised as refugees in the UK face a number of obstacles on their way to full inclusion into the British society. One of the main one is the ability to access meaningful employment.

This is where Refugees into Jobs Service comes in. It was founded in 1995 as an independent charity, and merged with Refugee Council in 2011. Ever since it has been helping hundreds of refugees every year to fulfil their dream and find work that has meaning and helps them feel even more included into their new country.

Refugee Council has an ambitious goal that by 2033, 60% of refugees entering the UK will be able to access meaningful employment within 5 years of gaining the right to work. What constitutes “meaningful” is defined by each individual client.

Refugees into Jobs is crucial to us achieving this goal. At any given time, the service delivers a number of projects serving refugees with different levels of professional backgrounds and at different levels of of readiness to enter the UK labour market. It is this diversity that makes the Service so unique and so needed.

Refugees into Jobs Service sits within the Integration and Employment Department, part of the Services Directorate of Refugee Council. This directorate focuses support on refugees who have been recognised as having protection needs and have been granted permission to stay in the UK but are now struggling to rebuild their lives in a new and unfamiliar country. RiJ delivers in-person projects in Greater London while also providing online delivery in all three areas in which Refugee Council operates front line services i.e., Greater London, East of England and Yorkshire and the Humber.

## Building Bridges (BB) Partnership

The Building Bridges Partnership was established in 2011 with the aim of supporting refugee health care professionals, who live in Greater London, to re-qualify to UK standards and secure employment appropriate to their professional qualifications. The Partnership is funded by NHS England and currently includes:

* Glowing Results LLP
* Refugee Advice Guidance Unit (RAGU) (London Metropolitan University)
* Refugees into Jobs (Refugee Council)

Refugees into Jobs are lead partners and are currently supported in this by Novo-K, procurement and contracting consultancy. Further information is available under <https://buildingbridgesproject.org/>

## Senior Project Co-ordinator (Building Bridges)

The postholder focuses on:

1. Management and Development of the Building Bridges (BB) Partnership
2. Direct Casework with clients
3. Management and support of volunteers

The postholder works closely with the Programme Partners, the Refugees into Jobs Service Manager, Novo-K, and the NHS England Commissioners and is responsible for delivering a high-quality service that consistently meets all of it KPIs.

Main Duties and Responsibilities

1. **Partnership Management and Development** 
   1. To oversee and help develop the refugee health professionals programme partnership (Building Bridges) which is funded by NHS England in Greater London, ensuring that the project is developed and delivered innovatively, effectively and efficiently.
   2. To ensure that the project deliverables, as laid out in the funder’s contract, are achieved to the best of our ability and actions taken\communicated where issues are identified.
   3. To ensure that all associated reporting, including by project partners, is done on time and to the required standards.
   4. To ensure that project activities are continually planned, monitored and evaluated.
   5. To ensure that the project collects, adapts and responds to the findings of evaluations and client feedback.
   6. To develop and implement a strategy for providing doctors and other health professionals a range of work placements so that they can achieve their goal of suitable and sustainable employment in the UK.
   7. To identify and create sustainable partnerships with suitable employers (i.e. NHS Hospitals and Trusts).
   8. To ensure that the project partners actively involved into the partnership by regularly liaising with them.
   9. To communicate regularly with the partnership commissioners.
   10. To work closely with Novo-K on all matters relating to the partnership procurement, contracting and management.
   11. To ensure the project adapts and responds to changes within the voluntary and public sectors. To ensure that the partnership team are aware of current developments that may affect doctors and how this may impact on the delivery of our work and influence our direction.
2. **Client Casework**
   1. To develop ways of actively involving clients with lived experience into the project design and delivery.
   2. To provide high quality employment related Information, Advice and Guidance (IAG) following the principles of Advice, Quality Standards (AQS) standards.
   3. To offer specialised advice which is based on a sound understanding of careers, recruitment processes and the barriers that affect refugee doctors attempting to access employment.
   4. To deliver career information, advice and guidance in an easily understood manner to support an individual’s progress towards successful employment outcomes.
   5. To deliver group training sessions on job search, CV development, interview technique and other employment assisting topics in a clear and easily understood manner to those less familiar with the UK job market and who may not have English as their first language.
   6. To carry out regular progress review meetings with refugee doctors throughout their support period.
   7. To constantly build on your knowledge of the recruitment techniques used by employers in the UK and adapt them to support refugee doctors.
   8. To oversee and collate and produce informational material that is accurate, current and appropriate for the client group.
   9. To ensure that all client records are correctly stored on In-Form.
3. **Volunteer Management** 
   1. To provide the necessary support to volunteers in line with the organisational policies and with the advice from the Volunteer Co-ordinator
   2. To ensure that all volunteers involved within the service have an excellent knowledge of the issues affecting refugees seeking employment as they look to start a new life in the UK.
   3. To oversee the volunteer-led groups including the Professional Development Group and the sessions delivered by retired doctors and other healthcare professionals.
   4. To ensure effective team working and positive communication amongst staff and volunteers.
   5. To involve volunteers in the delivery of services wherever possible and to work with them and the Volunteer Co-ordinator to ensure their views on the delivery of services are taken into consideration.
   6. To work with the Volunteer Co-ordinator to ensure all volunteers receive effective induction and training sessions ensuring all volunteers are aware of and operate within Refugee Council’s policies and procedures and that they are trained and supported to carry out their roles.
4. **Funding, Finances & Reporting** 
   1. To effectively budget, manage and report on all areas of project income and expenditure.
   2. To be responsible for funder reporting to ensure timely and accurate information is provided on delivered activities, client progression and financial analysis.
   3. To lead on producing quality impact reports as key to securing funding.
   4. To be responsible for authorising and paying staff, volunteer and client expenses and payments; this includes payments from a dedicated Building Bridges Beneficiary Fund which covers clients’ exam fees and associated costs.
   5. To support management by participating in fundraising activities in support of service continuation or new service development.
5. **Equalities and Diversity** 
   1. To provide services with due regard for equalities and for meeting the needs of all potential and actual service users. Ensuring advice services are delivered in ways which are fully accessible and in a language that they can understand.
   2. To work with respect and tolerance for all colleagues, refugees and contacts, and to value diversity and difference.
   3. To ensure all volunteering recruitment and employment practices are carried out with due regard to equalities and the diverse needs of all potential or actual volunteers.
6. **General** 
   1. To participate in Refugee Council working groups, management meetings and special projects as the need arises.
   2. To carry out any other duties appropriate to grade and role.
   3. To work across various locations and to travel inside and outside the region as needed.

Additional Information

**Health & Safety**

The post holder is responsible for:

Cooperating with the Refugee Council in delivering all legal responsibilities in respect of your own and your colleagues, volunteers, clients and others health and safety whilst at work.

Becoming familiar with the Refugee Council’s Health & Safety Policy and procedures including evacuation procedures at your workplace.

Carrying out risk assessments of your own work and especially of your own workstation to ensure that you do not expose yourself or others to unnecessary risk.

**Flexibility**

In order to deliver services effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties will, however, fall within the scope of the job, at the appropriate grade. The job description will be subject to periodic review with the post-holder to ensure it accurately reflects the duties of the job.

**Equal Opportunities Statement**

As part of its recruitment policy, the Refugee Council intends to ensure that no prospective or actual employee is discriminated against on the basis of race, sex, nationality, marital status, sexual orientation, employment status, class, disability, age, religious belief or political persuasion, or is disadvantaged by any condition or requirement which is not demonstrably justifiable.

**Working at the Refugee Council**

A commitment to the work of the Refugee Council.

**Personal Effectiveness**

With the support of their manager the post-holder will need to effectively manage their own workload and medium- and long-term plans and objectives.

**Flexible Working**

# This job is suitable for hybrid home/office working subject to prior authorisation. Regular attendance will be required in the office (London) and in other locations across the country when required.

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Person Specification

**JOB TITLE:** Senior Project Co-ordinator

## **Qualifications**

**Desirable**

1. Careers Information, Advice and Guidance (IAG) qualification at NVQ level 3 or above.
2. Management Qualification at Level 3 or above.

## **Experience**

**Essential**

1. Experience of developing, planning and managing partnerships successfully in line with contractual obligations.
2. Experience of effectively monitoring the delivery of contacted project activities and the subsequent reporting of achievements\issues to the funder.
3. Experience of providing careers advice to adults at risk.
4. Experience of managing, supervising and leading volunteers.

**Desirable**

1. Experience of advising\supporting overseas doctors and other health professionals throughout the various routes to requalification and access to employment.
2. Experience of managing large\complex budgets and putting in place stringent mechanisms to ensure accurate management and reporting.

## **Knowledge, skills and abilities**

**Essential**

1. Knowledge of the barriers refugees face when attempting to access education, training and employment in this country.
2. Knowledge of mechanisms and interventions which can effectively support people who are struggling to access employment.
3. Excellent communication and presentation skills.
4. Excellent partnership and networking skills.
5. Excellent skills in project planning, time management and prioritisation.
6. Budget planning and budget management skills and knowledge of tools which can effectively support these activities.
7. A demonstrable commitment to equal opportunities.

**Desirable**

1. Knowledge of the NHS, its structure, the range of employment opportunities that exist and the routes to qualification for these opportunities.
2. Knowledge of wider welfare benefits and the welfare reform changes which may impact on an individual’s progression in relation to training, education and employment.

**Last reviewed:** July 2024