

Grassroots Support Officer

Hours: Full-time 35 hours per week

Salary: £28,000 p.a. plus 5% auto-enrolment pension contribution

Length of contract: 1 year

Accountable to: Grassroots Co-ordinator

Location: working from home or in the WRW office near Old Street (depending on the situation caused by the pandemic, the wishes of the post holder and the needs of the organisation)

Job Description

Main purpose of the role

To support the Grassroots Co-ordinator in responding to needs and in organising WRW's activities with refugee and asylum-seeking women in London.

Responsibilities

- To be the initial point of contact by telephone with the refugee women in the network, including managing incoming phone enquiries from women, listening to them empathetically and responding appropriately. This may include initial assessments for hardship support, and casework and therapy referrals, with the support of the Grassroots Co-ordinator.
- To be another point of contact for the volunteers, including responding to their requests for administrative support and forwarding their messages to the Grassroots Co-ordinator where necessary.
- To manage the administration of the key activities of the network, such as English classes and discussion groups.

During the pandemic this will include communicating meeting details and sharing resources by WhatsApp and other applications, maintaining online registers, and maintaining records of basic support given to women such as foodbank referrals.

If face to face activities resume, this may also include, for instance, handling petty cash expenses, setting up meeting rooms, and overseeing women's safe participation in the activities.

- To work closely with the Digital Inclusion Co-ordinator to ensure that women have the necessary equipment and support to participate in online activities.
- To be another point of contact with external partners, including Helen Bamber Foundation and Notre Dame Refugee Centre, responding to their administrative requirements and forwarding other queries to the Grassroots Co-ordinator.

- To refer women to other services and organisations where appropriate, including referring them to foodbanks, and to maintain a database of relevant services and organisations.
- To be aware of and work in accordance with WRW's policies particularly around safeguarding and GDPR.
- To support WRW's values of feminism and anti-racism, and to work to support and empower the women in our network.
- To support the work of other team members as requested and agreed with the line manager.

Women for Refugee Women works flexibly to respond to the needs of the women in our network in a challenging environment. The post-holder may be asked to take on other duties depending on the external environment and the internal needs of the organisation.

Person specification

Essential

- Great communication skills and an empathetic manner;
- Experience of communicating with people with a range of backgrounds and sensitivity to different cultural backgrounds and varying English language skills;
- Experience of working with vulnerable people, migrants and/or survivors of gender-based violence;
- Ability to research and verify relevant referral and support options;
- Ability to work calmly in a busy working environment with competing demands on your time;
- Excellent organisational skills;
- Familiarity and confidence with online working, including tools such as WhatsApp, Zoom, Microsoft Word, Outlook, and Excel;
- Commitment to the values and vision of WRW – to social justice, feminism and anti-racism;
- Good interpersonal and team working skills, combined with an ability to work independently from home and with minimal supervision.

Desirable

- Lived experience of seeking asylum;
- Understanding of the asylum process in the UK;
- Knowledge of services and support available to asylum-seekers, people on low income and survivors of gender-based violence in London;
- Experience of managing finances and budgets;
- Experience of working for a charity or NGO.

Women for Refugee Women particularly welcomes applications from individuals with lived experience of migration or seeking asylum.

About Women for Refugee Women

WRW is an organisation committed to challenging the injustices experienced by women who have sought asylum in the UK. Our vision is that women who seek asylum should be able to live in safety, dignity and liberty.

We currently work in three main ways: to empower refugee women to tell their own stories; to communicate the experiences of refugee women to wide audiences, and to advocate for policy change and a fairer asylum process.

At WRW, every team member is valued, and everyone is supported to carry out their role effectively. We encourage staff members to take up training opportunities to develop their skills, all staff members are able to access a comprehensive Employee Assistance programme including individual counselling support if desired, and we enable staff members to work flexibly, including the potential to work some of their hours from home, according to individual preferences. We try to ensure that WRW provides a supportive environment where individuals can grow and develop their roles in line with our values and vision.

WRW is a small organisation working in a challenging area, and all staff are expected to work flexibly on a variety of initiatives and tasks. The job description or lines of reporting might also be revised if changes in organisational funding or strategy necessitate changes in the terms and conditions of employment.

How to apply:

To apply, please write to joinus@refugeewomen.co.uk by 11pm on Tuesday 23 March 2021 with:

- Your CV;
- A covering letter explaining why you want to work with WRW and how you meet the person specification;
- Diversity Monitoring Form (this will not affect or be linked to your application form) – available to download here: www.refugeewomen.co.uk/wrw-diversity-monitoring-form;

Interviews will be held on 7-9 April 2021 on Zoom, and only shortlisted candidates will be contacted.