

## **JOB DESCRIPTION**

This Job Description is neither final nor exclusive and the range of tasks would embrace many incidents and situations which are not stated but require initiative and common sense to be applied.

**JOB TITLE:** Referrals Coordinator/Outreach worker (1-year fixed term)

**REPORTS TO:** Referrals Supervisor

**DATE:** 5<sup>th</sup> August 2023

**HOURLY PAY:** £10.42

**HOURS:** 1pm – 5pm (Monday-Friday)

### **PRINCIPAL ACCOUNTABILITIES:**

- Assisting the with the Referral Process including but not limited to;
  - a. Processing any new referrals for refugees and asylum seekers
  - b. Liaising with clients to assess their requirements.
  - c. Making up asylum seeker referral packages.
  - d. Arranging of self-selection school uniform appointments or bra fittings when required.
  - e. Organising delivery of referrals, including delivering across Berkshire to local families and refugee hotels in our Cowshed van.
  - f. Updating of the referral database.
  - g. Replenishing stock levels
  - h. Responding to referral emails and phone calls
- Developing existing and build new relationships with local organisations that support refugees.
- Attending refugee outreach events across Berkshire.
- Assisting with fundraising and events where required
- Assisting with Corporate volunteering days where required

### **SKILLS:**

- Focused on customer service and committed to achieving consistently high standards.
- Effective when working independently and as part of a team.
- Excellent communication skills (in person, on the phone and in writing) and forms good working relationships.
- Handles and resolves conflicts in a constructive manner.
- Shows flexibility and initiative.
- Planning and administration skills
- Personal organisation and time management skills (able to manage a significant number of concurrent tasks and objectives)
- ICT proficient
- Fluency in another language would be an advantage.

### **PERSON SPECIFICATION:**

- Competent in using IT.

- Numerically proficient
- Full driving licence.
- Displays professionalism and confidence.
- Calm under pressure
- Demonstrates drive and determination; hard-working and positive with a 'can do' approach; likes challenges.