



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: Refugee Outreach Worker (1-year fixed term)

Reports to: Referrals Supervisor

Salary: £22,425 p/a (pro-rata)

Hours: 20 hours per week

Date: 19th February 2024

Your normal hours of work are 20 hours per week. The following conditions apply to your hours:

1. You will be working Monday-Friday. However, on occasion you may be asked to instead work evenings and weekends if required by the needs of the charity.

As a Refugee Outreach Worker at The Cowshed, you will play a crucial role in providing essential support and assistance to asylum seekers in the Berkshire area. You will work closely with individuals and families who are navigating the challenges of seeking asylum, ensuring they have access to basic necessities and fostering their integration into the local community. Your responsibilities will include building relationships with local organisations and businesses to secure resources, organising community events, and providing direct support to asylum seekers.

PRINCIPAL ACCOUNTABILITIES:

- Assisting the with the Referral Process including but not limited to;
 - a. Conduct comprehensive phone or in person assessments to identify the needs and priorities of asylum seekers.
 - b. Provide emotional support, advocacy, and practical assistance to asylum seekers, including access to clothing, toiletries, and essential items. Including regularly visiting local refugee hotels.
 - c. Assist asylum seekers in navigating local support, accessing healthcare, education, and other essential services.
 - d. Assisting with making up referral packages where needed and delivery of packages to local hotels.
 - e. Arranging and supervising of self-selection school uniform appointments or bra fittings when required.
 - f. Updating of the referral database.
 - g. Replenishing stock levels
 - h. Responding to relevant emails and phone calls
- Work alongside the Fundraising Manager to secure funding relevant to refugees and asylum seekers.

- a. Build and maintain relationships with local organisations, businesses, and community groups to secure donations and resources for asylum seekers.
- Support the team to help organise and coordinate community events and activities that promote social integration and cohesion among asylum seekers and the local community.
- Represent The Cowshed at community meetings, forums, and events across Berkshire to raise awareness about the needs and rights of asylum seekers.
- Restocking of our bookcases in refugee hotels.
- 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 languages spoken by refugee populations in the community is an asset. (Spanish, Arabic).

PERSON SPECIFICATION:

- Competent in using IT.
- Numerically proficient
- Kind, non-judgemental, and compassionate attitude.
- Displays professionalism and confidence.
- Calm under pressure.
- Demonstrates drive and determination; hard-working and positive with a 'can do' approach; likes challenges.
- Full driving licence is essential due to the outreach nature of the role.
- Kindly be aware that this position involves manual lifting, making it unsuitable for individuals with conditions that restrict such physical activities.

Interested candidates should submit a resume and cover letter outlining their qualifications and relevant experience to becky@thecowshed.org. Please indicate "Refugee Outreach Worker Application" in the subject line of the email. Applications will be reviewed on a rolling basis until the position is filled.

The Cowshed is committed to diversity, equity, and inclusion. We encourage applications from individuals of all backgrounds, including those with lived experience as refugees or asylum seekers. We thank all applicants for their interest; however, only those selected for an interview will be contacted.