



St Augustine's Centre is looking for an

Integration Co-ordinator

to start in September 2022

30 hours per week

Do you love to get out and about and work with people? Are you compassionate about those fleeing war and persecution? Can you listen deeply, provide advice, and organise activities? Looking for a fresh challenge in a great team? Read on...

Who are we?

St. Augustine's Centre in Halifax has been working with diverse communities for over 50 years and has become Calderdale's specialist support centre for people seeking asylum and with refugee status. Our 18 staff and 180 volunteers support a community of 800+ individuals and families from 57 countries who are now based in Calderdale. Most live in Park Ward where we are based.

We offer specialist advice on immigration and asylum support, and one to one support with welfare, housing, health and access to wider services. We provide hot meals, English language classes, a 'free shop', sports, arts, social and wellbeing activities, trips, events and volunteering opportunities. We run a befriending and integration service and provide awareness building talks for schools and organisations. As a core member of *Calderdale Valley of Sanctuary*, we want to share stories and build awareness about human rights, advocating and campaigning locally and nationally. We fly in the face of the hostile environment – we model compassion and take a non-judgemental approach.

You can get a good flavour of our work through our website and social media:

- <https://www.staugustinescentrehalifax.org.uk> – see esp. this short video from our Open Day in Refugee Week: [Resources | St. Augustine's Centre \(staugustinescentrehalifax.org.uk\)](#)
- @infostaugs / <https://www.facebook.com/StAugustinesCentreHalifax>

Integration Co-ordinator

This is a new role, created to meet increasing demand for our work. We are looking for someone to specifically support men living in temporary asylum accommodation in Halifax and more rural parts of Calderdale.

The role will provide an initial welcome and undertake the 'new arrival process', which talks people through their interests and assesses their needs, before creating a detailed profile for each person on our CRM system.

It's then about undertaking basic casework, ensuring people are registered and have the right paperwork, building relationships and organising appropriate activity and trips out for people living in challenging circumstances. As the key representative of St Augustine's Centre, you'll be providing moral support and encouragement and referring to our wider services.

Some of the people we work with have been through a lot and inevitably this role will involve working with people who are experiencing trauma and mental health issues. However, the Integration Co-ordinator will not be expected to undertake detailed casework but refer people to our advice drop-ins to get appropriate support.

People fleeing war and persecution often experience a loss of identity, even though they have many skills, experiences, and interests. This can be compounded because they are not allowed to work and exist in a state of limbo while awaiting a decision on their case which can take years. This role involves finding out what they are each skilled or interested in and referring them to relevant activities and opportunities inside and beyond St Augustine's Centre, as well as organising specific trips, events and training with other partners - shaped by people seeking sanctuary.

The Integration Co-ordinator will also work with the wider team to organise awareness building sessions that inform people about their rights.

Diplomacy is important in this role. Being able to advocate for the men you support (often around accommodation related issues), whilst also working amicably with the company managing the temporary accommodation is essential.

When people are moved to more stable accommodation, you will need to update records and link people into supportive organisations in their new homes.

We are looking for someone who is passionate about our work with people seeking sanctuary and can build a rapport with a variety of people and organisations. Someone with experience of delivering front-line advice and/or organising activities for vulnerable people.

Someone who is calm, patient and caring. Someone who understands professional boundaries, can recognise a safeguarding issue, and the signs of mental health needs. Someone who can be proactive and initiate new ideas that empower others.

Someone who understands that sometimes this work can be tough and is able to prioritise looking after themselves so they can look after others. Someone who is IT literate and can learn to use our CRM system.

This is a chance to work with a fantastic staff team and wider community of people. We will provide on the job support, additional external training as required and free hot lunches!

You'll be line managed by Adrian Bell, our Integration Manager.

Key information about the job

- 1 year fixed term contract, very likely to become 2 years (plus) subject to funding.
- £18,756 per annum for the 4 day a week role (with a pay rise in April '23), which is equivalent to a full-time salary of £23,445. That's £11.99 per hour rising to approximately £12.29 per hour in April.
- 30 hours a week to start in September '22
- 7 weeks holiday per annum (including bank holidays)
- Flexi-time system
- Access to clinical supervision or counselling support if required

Interested?

Take a good look at the full Job Description and Person Specification below.

How to apply:

Please write us a letter of application, setting out on no more than 3 sides of A4 the following:

- 1) why you want to work with the St Augustine's team
- 2) what you bring to the role
- 3) how your experience, knowledge and skills fit the role and person specification
- 4) two referees

Submit your letter, along with your CV to us via email:

adrian.bell@staugustinescentrehalifax.org.uk by **12 noon Friday 5th August '22.**

You will be notified if you have been shortlisted for an interview by **5pm Monday 8th August.**

Interviews will take place in person on **Friday 12th August.** No pressure but if you can, before the interview, we recommend you attend our Open Day on **Thursday 11th August** (anytime from 11am – 2pm); it'll give you a good sense of what we do.

The job description below is an overview of the type of work the successful candidate will undertake and is not an exhaustive list. We will be shortlisting based on what qualities, skills and experience you bring to the role, outlined in the person specification.

St Augustine's is committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, caring responsibilities, disability, gender, gender identity, marriage and civil partnership, pregnancy and maternity, race, religion or belief and sexual orientation.

We are an inclusive employer. We value difference and recruit by merit on the basis of fair and open competition. We welcome candidates from a range of different backgrounds.

Questions? If you have any questions please contact Adrian Bell, Integration Manager and or by email: adrian.bell@staugustinescentrehalifax.org.uk



Integration Co-ordinator -

Job Description

St. Augustine's Centre Halifax

Job Title	Integration Co-ordinator		
Employment Status	1 year (likely to become two plus years subject to continued funding)	Hours per week	30
Salary	£18756 (equivalent to 80% of £23445 full time) per annum	Holiday Entitlement	28 days a year including bank holidays (equiva. to 7 weeks a year)
Line Manager	Integration Manager	Responsibility for:	

Main Objectives

- Build relationships with people living in temporary accommodation so they feel welcome whilst they are in Calderdale
- Arrange or refer people to further support, activities, and volunteering opportunities
- Work constructively with accommodation, health, and activities partners
- Support wider integration activities as required

Key Responsibilities

Build relationships with people living in temporary accommodation

- Welcome people newly arrived and undertake a) the New Arrival process on our CRM system and b) the Support Casework Checklist for each person
- Get to know the residents and provide moral support and encouragement as the key representative of St Augustine's Centre.
- Foster an enabling culture where residents are encouraged to contribute to and shape the integration service provided.
- Undertake basic health and asylum casework issues as required.
- Update St Augustine's records to ensure effective support to each resident including updating and archiving records when people move on to new accommodation.
- When people move on, link them to other supportive organisations in their new area.

Arrange and refer people to further support, activities, and volunteering opportunities

- Make referrals into St Augustine's Centre for the Free Shop, English, Welcome Café, activities, volunteering opportunities, events, advice, integration support, special events.
- Keep information about opportunities and needs flowing between residents and St Augustine's.

- Come up with and organise a special timetable of activities in situ and trips out to offer residents some structure to their days.
- Maintain 'What's On' boards in the temporary accommodation sites and find effective ways to quickly communicate with residents
- Support English classes, training, and awareness sessions when in situ
- Support wider Integration and Activities at St Augustine's as required
- Work with volunteers to support activities and events. Undertake risk assessments for key events and activities.

Partnerships

- Work alongside MEARS (accommodation provider) so that residents clearly understand who to approach for what issue. Develop a joint 'induction' for new residents.
- Promote existing feedback channels (about asylum and accommodation issues) via Mears and Migrant Help to residents, and diplomatically advocate on resident's behalf when these are not working.
- Feedback key ongoing and unresolved issues to the Integration Manager and other team members so they can be dealt with strategically.
- Work with identified health providers to support resident's needs.
- Work with existing and generate new partnerships with organisations offering activities for residents locally.

Team member of St Augustine's

- Attend weekly team meetings and annual away days and contribute to STA development.
- Participate effectively in regular supervision with the Integration Manager
- Be responsible for personal learning and development and undertake training, both mandatory and optional. Utilise the personal training budget, and counselling or clinical supervision budget as needed.
- Learn to use our CRM system which holds our centre member and work record data.
- Maintain confidentiality and treat sensitive issues with appropriate tact and diplomacy. Work in accordance with data protection legislation and GDPR processes.
- Work flexibly in accordance with the needs of the service which may include undertaking occasional out of hours work as required.
- Undertake any other reasonable duties in line with the responsibilities of this post.
- Promote St Augustine Centre's stated values, and ensure policies, procedures and codes of conduct are reflected in daily practice, particularly health and safety and safeguarding.



Integration Co-ordinator - Person Specification

St. Augustine's Centre Halifax

<i>Attribute</i>	<i>Essential</i>	<i>Desirable</i>
Areas of Experience	<ul style="list-style-type: none"> Working or volunteering in front-line advice, including with those who are vulnerable and have experienced mental health issues Working with and/or understanding the needs of people seeking sanctuary in UK Working collaboratively with different partnership organisations Organised activities or events in response to people's interests 	<ul style="list-style-type: none"> Experience of the asylum system Safeguarding processes and the importance of professional boundaries Experience of using a CRM system to capture and report on data.
Knowledge, Skills and Abilities	<ul style="list-style-type: none"> Diplomacy when dealing with different agendas. Strong interpersonal skills with the ability to deal sensitively and show empathy when working with people and to deal with information in a confidential manner. Ability to present information clearly and communicate effectively with people from a wide range of cultures and backgrounds. Organisational skills: service delivery, systems, attention to detail Ability to organise and prioritise own work managing competing demands. Have a flexible approach to working. Excellent IT skills - Microsoft Office 	<ul style="list-style-type: none"> Language skills in languages other than English. Knowledge of Calderdale Knowledge of organisations who offer activities
Qualifications	<ul style="list-style-type: none"> No formal qualifications are essential. 	<ul style="list-style-type: none"> Functional skills / ESOL / Maths / English qualifications
Personal Qualities	<ul style="list-style-type: none"> Supportive of the values of St. Augustine's and a strong commitment to equality. Motivated and hard working. A 'people person': approachable, outgoing, prepared to listen to others' point of view, patient, and calm, flexible, open to ideas, committed, reliable, enthusiastic, welcoming, and friendly. 	

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| | <ul style="list-style-type: none">• Proactive - decisive with a 'can do' attitude, interested in driving new ideas• Willing to do an enhanced DBS check.• Willing to undertake training as required. |
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