



DIOCESE OF **Hexham & Newcastle**



Application Pack

Project Worker

Vicariate for Caritas

Justice and Peace Refugee Project

(Fixed term contract – 12 months)

August 2022

Who are we?

The Refugee Project has approximately 38 volunteers, in roles either delivering the Project to our clients, preparing food bags for client sessions, or assisting the Project Co-ordinator with administration tasks.

Over 300 clients currently using the service (311 in July 2022), although many more are on our register, and we enrol new clients on a regular basis. All are welcome to the Project regardless of faith. All of our clients are eligible to receive weekly food bags and toiletries which are intended to simply assist them in their hardship. In July 2022, 1188 food bags were distributed. Our most destitute clients are also eligible for a monthly supermarket voucher (currently distributed to 58 clients each month).

The Refugee Project is a welcoming place for people to socialise with one another and our volunteers, have access to free Wi-Fi and refreshments, and to participate in activities such as English lessons.

Clients are also assisted with clothing and other non-food items due to our collaboration with the St Vincent de Paul Society (SVP) whose building we operate from.

Further information on the Project can be found at
<https://diocesehn.org.uk/services/caritas/justice-peace-refugee-project/>

Diocesan Vision: Inspired by the Risen Christ, we aim to be a church where communities of faith flourish, members accept co-responsibility for the building of God's Kingdom, enabling all to live life to the full.

Diocesan Mission: A welcoming, worshipping people of God, sharing the Good News, growing as Disciples of Jesus in faith, and living in loving service of others.

Diocesan Values:

- **Integrity** – Being honest, open and consistent in all that we do
- **Respect** – Respecting every human being, respecting diversity and everyone's different gifts and opinions and respecting our world
- **Trust** – Trusting in God, trusting in each other and trusting in ourselves
- **Service** – Having an attitude of service and using our talents to serve God and our neighbour
- **Compassion** – Seeing God's face in everyone – particularly the poor and the vulnerable

Diocesan Objectives

The Diocese will ensure the:

- Dynamic growth and renewal of the Church through our Partnerships
- Building of God's Kingdom in community and public life
- Sustainability and resourcing of the Diocesan mission and ministry



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Job Description

To supervise the operational activities of the Refugee Project.

What will your duties and responsibilities be?

- Welcome clients and donors and visitors, ensuring a safe, warm welcome in line with Diocesan values
- Oversee the setting up and tidying away for the Project sessions as necessary
- Supervise and support volunteers, ensuring allocation of tasks
- Support with all aspects of volunteer induction and training
- Maintain and promote good relationships among the volunteers
- Support the Project Co-ordinator with communication, including informing clients and volunteers of changes and special notices
- Support the Project Co-ordinator to ensure adherence to the Catholic Safeguarding Standards Agency (CSSA) safeguarding standards at all times
- Support the Project Co-ordinator and volunteers in the issuing of cash or vouchers to clients
- Assist the Project Co-ordinator to maintain food stocks and other Project supplies
- Respond to general enquiries to the Project, referring to the Project Co-ordinator where appropriate
- Support clients, volunteers or donors who have comments, concerns or complaints, referring to the Project Co-ordinator as required
- Discuss suggestions to improve the Project with the Project Co-ordinator
- Assist the Project Co-ordinator in maintaining the client database
- Provide an update report to the Project Co-ordinator at the end of each week
- Deputise in the absence of the Project Co-ordinator at times of annual leave or other absence
- Ensure the Project and its personnel adhere to all Diocesan Policies and Procedures
- Undertake other reasonable duties by the request of the line manager

What skills and experience do you need to apply?

You must have:

- Experience of working frontline (or in a supporting role) with vulnerable and/or disadvantaged groups
- A good level of general education, including GCSEs A*-D in Mathematics and English or equivalent
- Experience of volunteering or working with volunteers
- Ability to treat each client with compassion, tact and respect, whilst maintaining appropriate professional boundaries
- Strong interpersonal skills: the ability to listen to and work effectively alongside a range of stakeholders, including clients, volunteers, donors
- Good oral and written communication skills
- Experience of dealing with difficult situations
- The ability to take initiative and work unsupervised, including being punctual and reliable

- Good administrative skills
- Good IT skills, including experience of Microsoft Office365
- Good organisational and planning skills
- Self-motivated with a good sense of responsibility
- Willingness and availability to work flexible hours if required

It will be good, but not essential, if you also have:

- Some understanding of the legal and social conditions which apply to refugees and those seeking asylum in the UK

This role is subject to an Enhanced DBS check. The post-holder must be conscientious and loyal to the aims and objectives of the Diocese, always having regard to its Catholic character.

What will we offer you?

- Salary: £8,467.68pa (£26,462FTE) and a workplace pension scheme where we match up to a maximum of 7.5% of your salary
- Hours: Part-time, 12 per week, Monday, Wednesday and Friday, 10am – 2pm
- Contract: Fixed term – initially 12 months
- Holidays: 28 days holiday per year plus statutory holidays FTE (86.5 hours pro rata including statutory holidays)
- Cycle to Work Scheme
- Location: Vicariate for Caritas, Justice and Peace Refugee Project, St Vincent's Centre, New Bridge Street, Newcastle upon Tyne, NE1 2TQ

How can you apply?

To apply, please send:

- A letter of application saying why you want to work with us and what you'd bring to the role, with examples of how your skills and experience would enable you to fulfil your duties and responsibilities
- A CV, including the names of two people we may approach for professional references
- Please send these by email to human.resources@diocesehn.org.uk

If you would like to discuss the role, please contact Azad Hasan, Project Co-ordinator, on 07407091184

Critical date:

Deadline for applications: 30 August 2022

This appointment will be subject to:

- Two satisfactory professional references
- A satisfactory enhanced DBS check
- Evidence of right to work in the UK
- Completion of mandatory safeguarding training

We won't hold information you give us longer than necessary. Our candidate privacy notice is available on our website www.diocesehn.org.uk

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