



Dear Applicant,

Thank you for your interest in the position of **Welcome Centre Coordinator** at Borderlands.

This document includes a brief description of the work we do at Borderlands, the charity's values, the **Welcome Centre Coordinator** job description and person specification.

Borderlands is a charity based in Bristol that exists to work with refugees, asylum seekers and other vulnerable migrants - we refer to them as *members* - to help them from exclusion to belonging. We do this by:

- Creating a **community of welcome** where we support people on their way of securing 'leave to remain' and **enhance social inclusion and well-being**.
- **Raising awareness** of the needs and experiences of our members among the wider community.
- Working with people regardless of race, disability, sex, age, religious belief or sexual orientation. We have a vision for a world where refugees and asylum seekers can **seek sanctuary and justice**, can make full **use of their talents and abilities**, feel **valued for their contributions**, and **build worthwhile lives**.



Borderlands' Values

WARMTH

SHARING

DIGNITY

RESPECT EVERYONE

Background

From February–April 2020 Borderlands held an organisation-wide consultation to help define the organisations' values. Over 100 members, volunteers, staff members and board members participated in the consultation. Research methods included focus groups, peer research interviews, questionnaires, English classes, and the Art table. Participants were asked to describe Borderlands, what they liked and trusted about Borderlands, behaviours they expected to see at Borderlands, why they decided to come to Borderlands, and what makes Borderlands special. A significant and rich amount of data was collected which was analysed by the staff team in September 2020. Patterns and themes appeared quickly in the data and four key values emerged; Warmth, Sharing, Dignity and Respect Everyone. Below each of these values are described and explained using the words and language collated in the research. The four values aim to underpin the policies, decision-making and behaviours throughout the organisation. An action plan for the Values will be created to embed them into policy and practice.

Warmth

Borderlands is a place and community for genuine relationships that creates the warmth-feeling similar to friendships and family.

This means we:

- are open to genuine connection with happiness, compassion, and joy.
- welcome with kindness, care and empathy in recognition not all our members receive this welcome everywhere.
- consider people who access our support as members.

This means we do not:

- consider our projects and members as services and service users

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- forget to make time to support and listen to others
- make others feel unwelcomed

Sharing

Borderlands is a place where we share with each other and help one another.

This means we:

- mutually share in recognition of the value, strengths and skills each individual has to offer.
- build resilience and empower each other through sharing together and find ways to bring people together in shared activities.
- share food and practical help, learning and skills, experiences and solidarity with each other
- recognise the power imbalance of giving help to others.

This means we do not:

- ignore the contributions or potential of our members, volunteers or staff
- attach a negative value to receiving help
- believe we have nothing to give or learn from another one

Dignity

Borderlands is a place where everyone is recognised as an individual and embraced with dignity and we strive for justice and dignity in the world.

This means we:

- listen to each other in recognition that individuals know best how they want to be supported and treated
- recognise the power imbalances in the world, and therefore in our community and organisation, and challenge ourselves to address them with dignity for individuals.
- consult and work together so that everyone has a voice in the organisation and leadership of the organisation.
- build safety and trust by maintaining clear boundaries in roles, behaviour and practice.



- strive for justice knowing that there is a lack of dignity for our members in the world.

This means we do not:

- ignore power imbalances in our relationships and work, such as race and immigration status
- dismiss other people's approaches and ideas
- use a one-size fits all approach
- make rushed decisions without checking who will be impacted and who should be consulted
- ignore boundaries in our roles and our expected behaviour and practice
- leave unchallenged the systems that cause injustice and a lack of dignity to our members in the world

Respect Everyone

Borderlands is a place where individual and group identities are respected and celebrated.

This means we:

- welcome everyone to be themselves with safety and no judgement in recognition that belonging requires individuals to be their authentic selves with others.
- embrace cultural diversity and the world view of every member, volunteer and staff, including all faiths and none, and celebrate the contributions of all those views in a shared place
- create opportunities for people from different backgrounds to come together
- proactively include others and challenge discrimination
- promote gender equality
- constantly learn how we can be more inclusive and respectful to others

This means we do not:

- use stereotypes
- shy away from difficult conversations
- say nothing when we see discrimination
- use places or language that is inaccessible
- forget to ask others how we can be more inclusive and respectful



Current Structure of Borderlands' Services and Staff

We are a dynamic and vibrant team made up of 9 people who are passionate about supporting and standing by migrant communities. Our staff members come from different countries and professional backgrounds. We highly value teamwork, peer support and peer learning.

Borderlands' work wouldn't exist without the invaluable work of over 100 volunteers. We pride ourselves for facilitating and prioritising the recruitment and participation of member volunteers to deliver some of our face-to-face projects and to provide internship placement to members and people with direct experience of the migration process.

Borderlands' Projects and Activities



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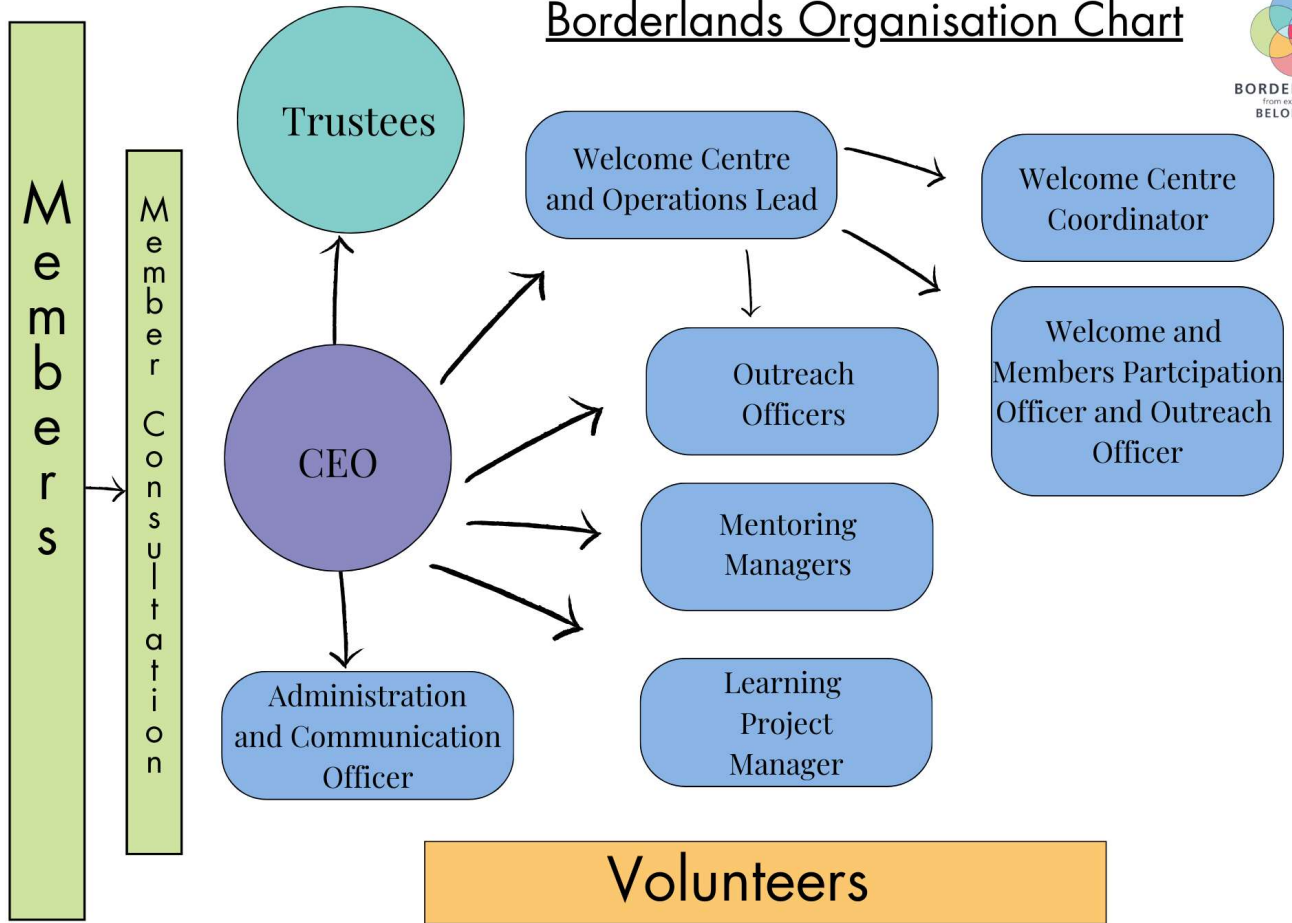
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Charity structure

Borderlands Organisation Chart



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JOB DESCRIPTION AND PERSON SPECIFICATION

Job title: Welcome Centre Coordinator

Type of contract: Permanent

Hours of work: 28 hours per week. Flexible working can be discussed but you would need to be present at Borderlands on Mondays, Tuesdays and Wednesdays

Location: Predominantly working at the Borderlands office at The Assisi Centre, Lawfords Gate, Bristol

Salary: £20,660 - £ 22,247 pro rata per annum depending on experience, plus contributory pension scheme (FTE £25,819 - £27,819)

Annual leave: 28 days of annual leave per annum (including bank holidays)

About Borderlands Welcome Centre Project: The Borderlands Welcome Centre Project is made up of several sub projects. The biggest one is our Drop-In, which is open on Mondays and Tuesdays. At the Drop-in, our members find a warm welcome, a hot meal, a social supermarket, Internet access, signposting support and recreational activities. All refugees and asylum seekers who attend the Drop-In are registered as members of Borderlands. Most of our current volunteers are members themselves.

In the past year, with the support of partner agencies, we also developed health - related activities delivered on Wednesdays, such as sewing, yoga, football, climbing and sleep and support sessions.

Personal Outlook: The post-holder must have a strong commitment to the voluntary sector and a desire to make a real difference to the lives of asylum seekers and refugees. You must be able to work with people from different ethnic and cultural backgrounds. You will be working as a member of a small vibrant staff team. Some out-of-hours work will occasionally be necessary, for example, for special events, training, volunteer induction evenings.

We strongly encourage candidates from a refugee background to apply for this role.

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We are proud to be a member of the Experts by [Experience Employment Network](https://www.ebeemployment.org.uk/ebe), which aims to create a charitable sector that is led by people with lived experience of the asylum and immigration system. As part of this network, we challenge the one-size-fits-all approach in our employment practices, and respect personal circumstances and needs of people with lived experience. Please feel free to use information and resources at <https://www.ebeemployment.org.uk/ebe> which may help in preparing your job application.

Main Duties and Responsibilities:

Welcome Centre (Monday and Tuesday)

- Ensuring that our members, staff, volunteers and visitors feel safe and supported at Borderlands' Welcome Centre
- Opening and closing the Drop-In space as required; setting up and clearing up; and ensuring equipment and the premises are safely secured at the end of the day. This includes some manual tasks including lifting
- Welcome visitors and guests to the Drop-in
- Register new members on Lamplight and support volunteers in ensuring registration is a safe and confidential process
- Management and coordination of drop-in volunteers (ie. chefs, welcome centre volunteers, social supermarket volunteers): recruitment, coordination, training, supporting and motivating volunteers.
- Develop Member Volunteers journey, improve their experience in the UK and provide them with skills and tools to access jobs and other volunteer opportunities.
- Create volunteer opportunities inside and outside Borderlands.
- Work closely with the WAMPO to co-design member evaluation questionnaire
- Manages all aspects of food provision including stock take, ordering and receiving deliveries
- Coordinate and monitor the food provision/social supermarket
- Assist the Welcome Centre and Operation Lead to develop the social supermarket and transition to a fairer way of distributing food and tackling food insecurity
- Support members in need of referrals and/or signposting information to external agencies.

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- Report any safeguarding concerns and make appropriate referrals
- Assis with M&E for the above activities

Feel Good Wednesday activities

- Promote and coordinate Feel Good Wednesday activities. This includes liaising with external partners, monitoring and evaluation of the activities, booking space.
- Supporting the WAMPO to Access to Leisure project
- Assis with M&E for the above activities

Other Areas of Responsibility and Specific Duties:

- Administering petty cash for volunteer and other expenses and keeping accurate records
- Lead on the organisation of external activities and trips for members and volunteers, including coordinating the annual trip to the seaside Assist the Welcome Centre team with projects strategy and planning
- Contribute to newsletters and other social media stories
- Create a culture of mutual support, cooperation in line with Borderlands values: Warmth, Sharing, Dignity and respect for Everyone.
- Routine tasks related to the delivery of the Drop-In, particularly checking supply levels and reordering when necessary and liaising with suppliers
- Helping to deliver smaller activities outside of core Borderlands projects such as football and climbing (refugee rocks)
- Helping promote Borderlands activities and events, e.g., within our networks and through social media
- Attending training courses that are relevant to the needs of the charity and the welcome Centre Projects
- Participating in Borderlands meetings, including some out-of-hours meetings, such as the Annual Open Meeting



Essential criteria

Experience

- Experience in volunteer coordination
- Experience working with vulnerable adults/or young people
- Some experience in finance management
- Knowledge of data management and Monitoring and Evaluation
- Experience working in fast paced busy environments
- Familiarity with common Data Management Systems (for monitoring and recording purposes)

Knowledge and approach

- Ability to communicate and engage with a wide range of stakeholders face to face and remotely, both in one to one and in group settings
- Ability to work in partnership and build new partnerships with statutory and non statutory agencies
- Ability to motivate and engage members, listening to others and working in a non-judgmental way that develops trust
- Ability to work with people of difference cultures and those with limited English language
- Reflective approach to professional practice
- Understanding of and commitment to the vision, mission statement, values and objectives of Borderlands
- A good understanding of data protection
- An understanding of health and safety, first aid and food hygiene
- An understanding of, and commitment to, safeguarding children and adults

Skills

- Excellent organisation and administrative skills
- Excellent IT and database skills



Desirable criteria:

- Lived experience or knowledge of issues facing refugee and asylum-seeker groups;
- Experience of working with adult or youth refugee and asylum-seeking groups;
- Proficiency in a relevant language spoken by the refugee or immigrant communities in Bristol

Working Values: *People* are Borderlands' most valued asset, and we wish to support and empower everyone we work with. All staff are required to be flexible in their attitude towards their job, to take on other tasks as necessary for the charity and be committed to the overall development of Borderlands. Occasional evening and weekend working may be required by prior arrangement.

Borderlands works with people of all faiths and none. Borderlands grew out of the parish outreach work of the Catholic parish of St Nicholas of Tolentino Church, and it currently rents its premises. It is therefore necessary that the post-holder can work with and accept this.

Disclosure & Barring Service check: The post-holder must be willing to have a DBS check carried out. Failure of the DBS check will not necessarily prevent an applicant from getting the job however failure to communicate the potential of this outcome to the charity in advance of the check being carried out may result in the employment application being terminated.

Salary and Notice: This role is paid monthly in arrears, and it is subject to a six-month probationary period.

Application deadline – Wednesday 13th November 2024

Please provide details of how you consider yourself to meet the Person Specification with examples. All applications will be considered against the criteria listed in the "Person Specification" which is enclosed with this application pack. Applicants must meet as many



as possible of the Essential Criteria detailed in the Person Specification to be considered for an interview.