**JOB DESCRIPTION**

**SPRING Project Support Worker**

SPRING is working to address some of the gaps identified in the 2016 Review of Asylum Needs. It brings together six core organisations – Voluntary Action Sheffield (VAS), City of Sanctuary Sheffield (COSS), Citizens Advice Sheffield, Sheffield Association for the Voluntary Teaching of English (SAVTE), Sheffield City Council (through the SCC worker) and the mental health charity SOLACE. [Visit SPRING Project HERE](http://www.vas.org.uk/what-we-do/spring-project/)

**Main Purpose of the SPRING Project Support Role**

The role is integrated into the SPRING partnership, and will provide administrative support to all SAVTEs Volunteer Programmes, but particularly will support volunteer and learner recruitment from the refugee community. Once service users have achieved status and “moving on support” the Spring Partnership aims to continue supporting their integration through English language support and connecting them into other services and activities that will enable them to grow in confidence, knowledge and skills. The post holder will be key to providing face to face information advice and guidance (signposting) and developing and managing resources and an information database available for all frontline volunteers/staff.

Reports to SAVTE Programme Support Team Manager.

Based at the SAVTE office at 7 Castle Street, Sheffield, S3 8LT but also working from The Sanctuary, 37-39 Chapel Walk, S1 2PD

**Providing Administration support to SAVTE team (staff and volunteers) - as an opportunity to gain office administration experience to include**

* Data entry and maintaining online filing systems
* Supporting digital inclusion project activities
* Assisting with English classes administration
* Act as a first point of contact/liaison where appropriate as part of SAVTE’s reception rota, which may be either in person or via the telephone or email.
* Supporting team with photocopying and organisation of resources and course materials.
* Support the team with SPRING volunteer recruitment and ongoing support/communication
* Contribute to keeping the office organised and tidy.

**Supporting communication, outreach and information and access to activities**

* Working from the Sanctuary, Victoria Hall and other venues engage with Service Users to volunteer, or signpost to community/education activities to support integration and next steps.
* Design and produce information leaflets to promoting benefits of volunteering
* Research update and maintain education and community signposting database
* Contribute to volunteer newsletters and discussions about SAVTE publicity to generate new volunteer applications.
* Supporting English conversation groups online and face to face.

**Produce and maintain resources for ESOL and signposting**

* Produce new teaching and group resources that are specific to integrating and living in UK/Sheffield
* Research and develop resources that help support orientation for new arrivals and other areas of interest and usefulness identified by Service Users
* Identify Sheffield based materials for resources and create conversation group packs which can be used at conversation groups at the Sanctuary and community.
* Contribute to organising and maintain online resources for SAVTE volunteers
* Identify new resources which may be shared or adapted.

**General**

* Participating in supervision, appraisals, team and partnership meetings.
* Identifying own training needs within supervision and attending training courses and events as necessary.
* Ensuring all activities comply with SAVTE’s agreed policies and procedures.
* Undertaking own administration as necessary.
* Undertaking any other duties as required, which are consistent with the nature of the post.

**SAVTE**

**PERSON SPECIFICATION**

| **Experience** | **SHORTLISTING CRITERIA** |
| --- | --- |
| 1. Experience of producing resources for Information Advice and Guidance, learning, ESOL or other in a range of formats 2. Experience of working with people whose first language is not English 3. Working as part of a team including volunteers from diverse backgrounds. | **D**  **E**  **D** |
| **Knowledge** |  |
| General understanding of issues facing Refugees and Asylum Seekers  Understanding basic principles of community development, integration and community cohesion | **D**  **D** |
| **Skills and Ability** |  |
| 1. Use IT skills – e.g. MS Office, customer management system (database), networking shared information, online research skills. 2. Routine tasks with an attention to detail | **E**  **E** |
| **Personal Qualities** |  |
| 1. Ability to work on own initiative to organise, plan and prioritise own work programme, including when under pressure and meeting deadlines. 2. Good written, oral and interpersonal communication skills for working with learners (speakers of other languages), volunteers, organisations and the public. 3. Ability to work flexibly and enthusiastically 4. Knowledge of and commitment to Equity Diversity and Inclusion and the values that SAVTE promote, including having a non-judgemental and positive attitude. 5. Commitment to maintaining security – in compliance with confidentiality, safeguarding and GDPR requirements. | **E**  **E**  **E**  **D**  **E** |