



## YOUTH COORDINATOR RECRUITMENT PACK



# Who we are

Suffolk Refugee Support aims to ensure that all asylum seekers and refugees in Suffolk are enabled to live integrated, fulfilled and contributing lives in their new communities. We provide a welcoming environment where clients can access help, advice, support and practical services in order to be healthy and safe and begin to rebuild their lives. We work with external agencies, community and voluntary sector organisations, health providers and others to enable our clients to access a range of support. We are based in Ipswich, but our services operate increasingly on location with refugees and asylum seekers housed in accommodation across Suffolk.

## Values

**Individuals Matter** - Each Client is unique and has an intrinsic value and constructive role to play in UK society

**Respect** - We are open, welcoming, respectful, and transparent in our dealings with one another and with others

**Self Determination** - We direct our efforts towards self-determination and ultimate independence for our Clients

**Client Centred** - We are led by the needs and interests of our Clients and design our services to work holistically to meet these

**Safe Environment** - The all-round safety and security of our Clients and everyone who works for and with SRS is of paramount importance

**Keeping Informed** - We keep ourselves fully informed and knowledgeable about every sphere of our work

## Aims

**Basic Needs** - To address our Clients' fundamental needs including immigration status, housing, education, physical and mental health, employment and personal safety

**Social Well-being** – To facilitate and support recreational and leisure-time activities aimed at enhancing our Clients' social well-being and quality of life

**Independence** - To support our Clients in transitioning towards independence from SRS' services

**Awareness and Rights** - To promote awareness and understanding of our Clients' experience in the community, including advocating, advising, and lobbying to encourage statutory and other bodies to meet their obligations to our Clients

**Client Partnership** - To develop our partnership with our Clients to achieve a co-production model of service design, evaluation, and delivery

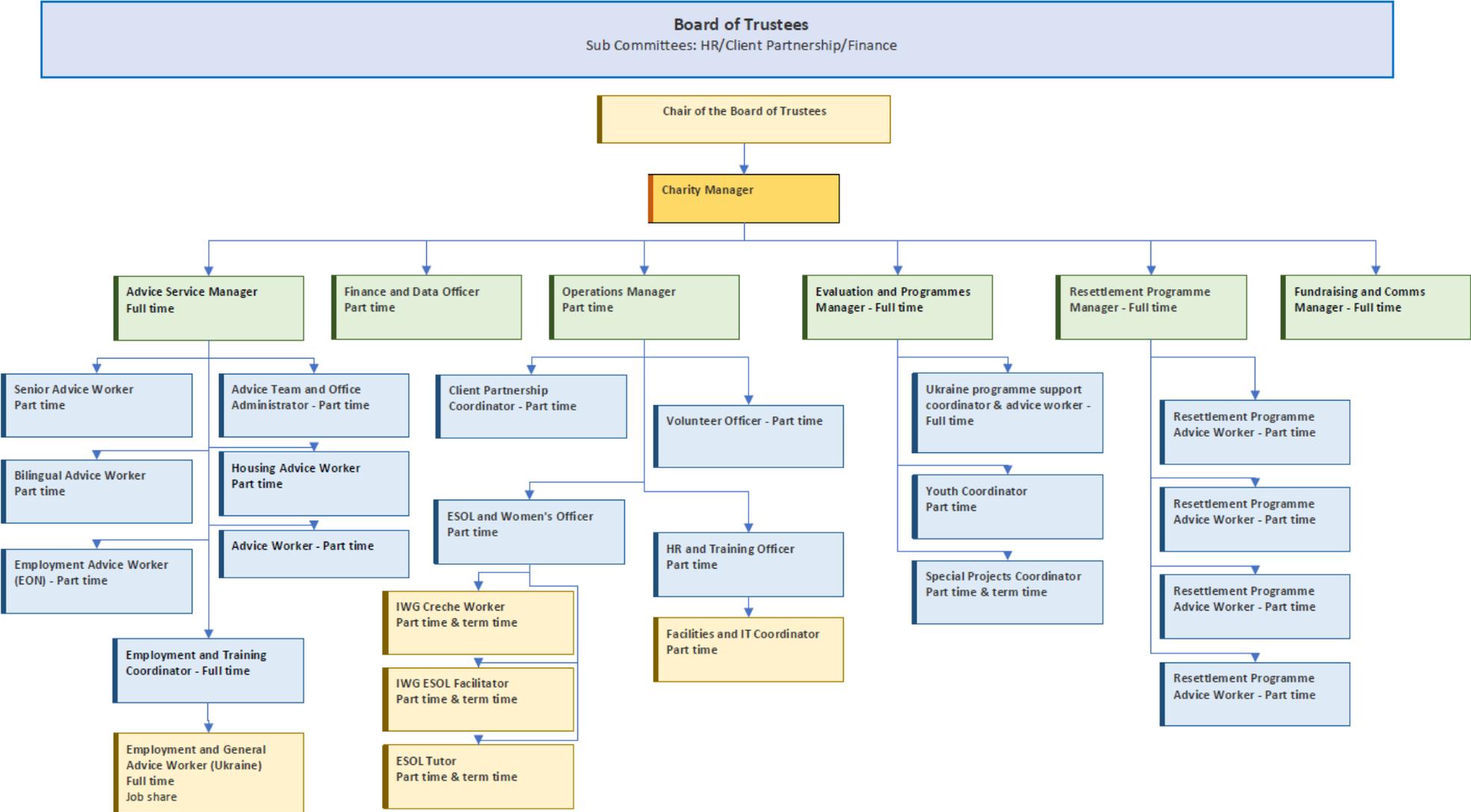
**Governance** - To uphold the effective governance and management of SRS in order to maximise its impact and ensure that its work is informed by 'voices of lived experience'

**Staff** - To maintain a workplace that values and supports Staff, enabling them to effectively carry out their roles in a healthy working environment

**Volunteers** - To increase and develop Volunteers' contribution to the work of SRS



# Our structure



# What we offer

## Financial

- Competitive salaries
- Contributory pension scheme – up to 6% Employer contribution in addition to Employee contribution
- Enhanced sick pay scheme after successful probation period

## Development

We believe that investment in our staff to develop their skills is essential to providing high quality support to our clients. We provide:

- Training for role related duties
- Generic skills training to contribute towards personal development
- On the job training and mentoring
- Opportunities to shadow other roles or activities within the wider team

## Wellbeing

- Hybrid working (role dependant)
- Opportunities for social activities
- Workplace activity sessions, for example, lunchtime walks
- A welcoming, diverse team with lots of cooking skills and a strong sense of community!

## Time off

- 25 days annual leave pro rata (plus public holidays pro rata)
- One-week pro rata paid carer's leave
- One-week pro rata paid compassionate leave
- Options for unpaid leave after successful probation period



# The opportunity

<b>Job Title</b>	<b>Youth Coordinator</b>
<b>Reports to</b>	Evaluation and Programmes Manager
<b>Hours</b>	21 hours per week
<b>Salary</b>	£18,103 (pro rata from £30,172 FTE from 1 <sup>st</sup> April 2026) – Band 3
<b>Contract</b>	Permanent, subject to a 3 months' probation review
<b>Location</b>	Partly based at Suffolk Refugee Support offices, 38 St Matthew's Street, Ipswich, IP1 3EP and on location in Suffolk. This role will involve travel across the county.

## Important note on Working with Minors

This post is exempt from the Rehabilitation of Offenders Act 1974. Therefore all convictions, cautions and bind-overs, including those regarded as 'spent', must be declared at the application stage.

## About the role

The Youth Coordinator will work with children and young people under the age of 25. This cohort is made up of unaccompanied asylum-seeking children (UASC), young asylum seekers or refugees living independently, and children and young people living in refugee or asylum-seeking families. This group have specific needs, and the role will be a mixture of advice work and delivery and coordination of projects to help promote the personal, educational, creative and social development of young people.

The post holder is required to work 21 hours a week (days to be confirmed with the successful candidate). You will usually be expected to work 1 to 2 evenings per week (including Tuesdays and Thursdays), and occasional weekends.

## Main Deliverables

### Youth Support

- To keep up to date with the numbers, locations and needs of young refugees and asylum seekers in Suffolk, through seeking information and building relationships with other agencies who provide support for them
- Proactively reach out to young asylum seekers and refugees in Suffolk, building trust and acting as a consistent point of contact to help them raise concerns, access timely support, and work together on practical solutions through SRS or partner agencies
- To deliver one-to-one support to young people, offering tailored advice, signposting to additional services, and ensuring smooth introductions through warm handovers
- To use information, from your research and funder outcome requirements, to develop a plan of action to address the gaps in knowledge, skills and opportunities for young refugees and asylum seekers in Suffolk, linking with colleges and youth groups as needed
- Deliver and coordinate workshops, in collaboration with other SRS members and external partners, to ensure young people stay informed, healthy, and safe during their asylum claim period, and are prepared for what to expect when they receive a decision on their asylum case. Topics may include immigration, housing, health and nutrition, employment, life and culture in the UK, life skills (e.g. cooking, budgeting, e-safety), and risks of radicalisation
- To use external speakers and facilitators to bring specialist knowledge and opportunities to the young people ensuring the delivery of their information and activities is culturally and language-ability appropriate for maximum participation and learning

### Youth Groups

- To be responsible for coordinating evening youth activities (currently in Ipswich) alongside our delivery partners (e.g. ITFC Foundation, Ipswich School and YMCA): currently Homework Club on Tuesdays 4-6pm, Football club 6.30-8.30pm on Tuesdays, with occasional Tournaments throughout the year, and a Youth Club monthly, with a view to expanding these across Suffolk using partner organisations
- To identify and set up additional youth activities across the year, particularly during the school holidays
- To ensure all groups and activities are promoted widely to asylum seeking and refugee children, young people and their carers via WhatsApp, email, word of mouth or other publicity

- Oversee logistics and compliance for youth activities, including booking and assessing venues, managing registrations, safeguarding records, attendance, and outcome monitoring for funder reporting
- Ensure health and safety standards by completing risk assessments, reporting incidents, maintaining fire evacuation procedures, and putting PEEPs in place for staff, volunteers, and clients
- To induct and supervise volunteers working with young people and children in SRS youth activities
- To host occasional visits from funders and other visitors

### **Monitoring, Evaluation and Funder Reporting**

- To record services given and outcomes achieved on internal monitoring systems (CRM) and to maintain the filing system in line with data protection regulations
- To assist with reports in reference to our funders' outcomes and targets, and regular internal reporting on progress and activities
- To help with the development and administration of written information produced by SRS for our clients' benefit
- To contribute to development of new services and funding applications

### **Partnership Working**

- Work in partnership with Suffolk County Council's UASC and Leaving Care Team, foster carers, housing and education providers, and other youth and refugee agencies to deliver cohesive services for young refugees and asylum seekers. Attend regular partnership meetings, including regional and national forums, to share insights and coordinate support
- Work in partnership with further education colleges, local employers and SRS's Employment Coordinator to identify, coordinate and monitor work experience opportunities for young asylum seekers
- To ensure that foster carers of asylum seekers in Suffolk feel supported and know about services and activities available to them

### **Risk management / safeguarding**

- To identify, report and follow up safeguarding issues for any young person attending a group, including attending multi-agency safeguarding meetings with other professionals when appropriate
- To identify possible risks and work to minimise or eliminate the risk

- To attend relevant training, including safeguarding/child protection

### **Client participation and representation**

- Actively engage children and young people in organising groups and activities, including running client focus groups to capture their ideas. Champion co-production by working alongside them to design, deliver, and evaluate youth services, ensuring their voices meaningfully shape decision-making
- To assist the Client Partnership Coordinator with the plan to increase young people's participation in the planning and delivery of SRS services. To represent the views and experiences of SRS's clients at external meetings and advisory boards

### **Additional Duties and Responsibilities**

- To occasionally contribute to media features and SRS newsletter articles concerning the scheme and its clients (in liaison with SRS's Communications Officer), and to promote public awareness and positive perceptions
- To take responsibility for keeping up to date with changes to legislation, policy and rules affecting asylum seekers and refugees, including attending training as applicable
- To contribute to other SRS work including weekly team meetings and activities as requested by Management, such as assisting with external SRS events or activities
- To work in line with SRS's policies and codes of conduct

## **Other requirements**

To deliver services effectively, a degree of flexibility is needed, and you may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the job, at the appropriate skills and responsibility level. This job description will therefore be subject to periodic review with the post-holder to ensure it accurately reflects the duties of the job.

Please note that an Enhanced DBS Check is required for this post. The decision to request a DBS disclosure is made in accordance with the Rehabilitation of Offenders Act 1974. The check will be paid for by Suffolk Refugee Support.

# What we are looking for

## Person Specification

Experience and knowledge	
Essential	
Qualification in Youth Work, Education, Social or Community Work, or at least two years' experience of working with vulnerable, young people in a community or education setting	
Experience of planning and organising youth activities (such as social, sport and learning activities) for young people with a thorough understanding of how to motivate them to attend these	
Experience of devising & delivering workshops and training sessions to young people ensuring maximum benefit is achieved	
Working knowledge of legislation, policies and issues relevant to refugees and asylum seekers including immigration, housing, health, education etc	
Experience of liaising with service providers, both statutory and voluntary, that provide support to vulnerable people, and of ensuring clients receive access to all services to which they are entitled	
Experience of working in partnership with other service providers for joint working or signposting	
Excellent organisational skills, ability to manage a busy caseload, stay calm under pressure and manage conflicting demands on time	
Skills	
Essential	Desirable
Ability to give advice and support in a sensitive manner including when English is not the first language of the client	Ability to support young people in improving their English, Maths and life skills

Excellent written and verbal communication skills, to advocate on behalf of clients and present cases factually and clearly	Proven ability to manage and motivate volunteers to engage with young clients
Ability to use own initiative to solve problems as well as contributing to team plans and joint activities	Experience of using successful monitoring and evaluation processes
Proficiency in working with Microsoft Office packages and using a CRM database	
Diligent and timely approach to admin work and good record keeping	
A full UK driving license, access to your own transport and a willingness to work in locations around Suffolk	
<b>Attributes</b>	
<b>Essential</b>	
Friendly approachable manner and the ability to put people at ease	
Flexible and prepared to work varied hours, including evenings as required	
A strong commitment to Equal Opportunities and Safeguarding Children, Young People and Vulnerable Adults. The post holder will be subject to Enhanced DBS checking and will require full clearance to work with this client group.	

## Equal Opportunities Statement

Suffolk Refugee Support (SRS) is committed to equal opportunities and to supporting diversity both in the provision of services and as an employer. These commitments are set out in the Equality and Diversity policy and are integral to the provision of SRS's services and to the work done by its staff, trustees, and volunteers, who are expected to promote equality in the workplace and to deliver services with sensitivity.

In essence, this means that no service user, job applicant, employee, volunteer, trustee, or member will be treated less favourably on the grounds of the following protected characteristics: age, disability (physical or mental impairment), gender reassignment, marital or civil partnership status, pregnancy or maternity, race (colour, nationality, ethnic or national origin), religious beliefs, sex and sexual orientation. In addition, SRS is committed to ensuring that no service user, job applicant, employee, volunteer, trustee, or member will be treated less favourably on the grounds of membership of a particular social group, political opinion, caring responsibilities, HIV status and employment status.

SRS recognises that refugees and asylum seekers are a particularly vulnerable group of people and may experience additional prejudice and discrimination. As a result, SRS is committed to supporting refugees and asylum seekers to take their full place in society, including being involved in SRS's governance structures.

## Equality and Diversity and you

You will be required to support individuals, families, children, women, and young people from very diverse backgrounds and engage them equally irrespective of political, religious or other affiliations.

We expect our team members to act professionally at all times and uphold the values, ambitions and aims of Suffolk Refugee Support.

We are committed to making every reasonable adjustment to the workplace or working arrangements to accommodate people with disabilities.

Please be aware that our offices are accessed via a steep staircase. We will endeavour to accommodate staff with mobility issues as far as possible.

You will have received an Equality and Diversity Monitoring Form as part of this recruitment pack. Please complete and return to Marianne Walker at [HR@suffolkrefugee.org.uk](mailto:HR@suffolkrefugee.org.uk)

## How to apply

Please complete the Application Form, the Equal Monitoring Form and attach your CV (which should cover your education history, employment history and any relevant training) and send the three documents to Marianne Walker at [HR@suffolkrefugee.org.uk](mailto:HR@suffolkrefugee.org.uk)

If you require a larger print form or a paper form, please contact Marianne Walker at [HR@suffolkrefugee.org.uk](mailto:HR@suffolkrefugee.org.uk)

Alternatively, you can send the documents by post to Suffolk Refugee Support, 38 St Matthews Street, Ipswich, Suffolk, IP1 3EP.

**Deadline for submission: no later than 12 noon on 20<sup>th</sup> March 2026**

**Interview date: 26<sup>th</sup> March 2026**

**We reserve the right to close this vacancy early and interview at an earlier date if we receive sufficient applications for the role. Therefore, if you are interested, please submit your application as early as possible.**

## How we choose who we invite to an interview

Shortlisting is completed by a panel of Suffolk Refugee Support staff members who will review and independently score your anonymised CV and the responses you have given to the questions asked in the application form's **Why are you the right person for this job** section.

They then meet as a group to discuss their scores and decide which candidates' answers have ranked highest for them.