#  Gatwick Detainees Welfare Group

**Post-Detention Administrator and Detention Advocacy Coordinator**

## About the Gatwick Detainees Welfare Group

GDWG is a charity committed to improving the welfare and wellbeing of people who have experienced immigration detention, through offering friendship and support and advocating for fair treatment. We primarily work with people detained at Tinsley House and Brook House Immigration Removal Centre’s (IRCs) at Gatwick Airport. We have around 70 volunteer visitors who befriend and make weekly visits to people in detention. Refugee Tales is the advocacy project of GDWG, which calls for a future without detention, and works with people who have experienced detention to call for change. Refugee Tales produces biennial anthologies sharing the stories of people who have been detained in the UK and uses these tales to speak to people of influence and advocate for change. Refugee Tales holds a 5-day walk every summer, as well as monthly day walks throughout the year to raise awareness of immigration detention in the UK and build community for those who have experienced detention.

This role works primarily with GDWG and is a unique opportunity to gain both administrative and nonlegal casework experience in a committed team.

**Post-Detention Administrator and Detention Advocacy Coordinator Contract:**

* To support GDWG, and in particular the casework team, in its administrative and casework tasks.
* This role would be full-time: 5 days per week, blended working with Thursday in the office and one other day to be agreed.
* Salary: £21,000 – £25,000 depending on experience.
* The position reports to the Advocacy Manager.

**The role includes the following activities and responsibilities:**

* Attending a welfare drop-in at Tinsley House one day a week
* Holding a caseload of clients and keeping in regular contact with them
* Advocacy follow-up to the Tinsley House drop-in
* Coordinating and supporting volunteer visitors
* Packing clothing for detained people
* Coordinating clothing volunteers
* Communicating with stakeholders to ensure the clothing room is fully stocked
* Organising petty cash
* Phone line duty

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* Responding to referrals and logging them on our database
* Making initial contact with detained people
* Buying phone credit for detained people and those we are supporting post detention
* Sending phone credit to detained people and those we are supporting post detention
* Buying and sending supermarket vouchers once a month and as needed
* Assisting with booking travel for our Post-Detention community
* Booking emergency accommodation as and when needed • Purchasing clothing and other items on request

**Skills and experience required:**

## Essential

* Attention to detail
* Empathy with GDWG’s values and mission and with the issues facing refugees, people seeking asylum and those in or with experience of detention
* Ability and willingness to learn and develop in the role
* Initiative, problem-solving and resourcefulness
* Reliability
* Ability to build strong working relationships with external contacts and volunteers
* Natural empathy and ability to build trust with those we support in detention
* Non-judgmental attitude and ability to work with clients with unconditional positive regard
* Ability to maintain effective professional boundaries with those we support
* Teamwork and self-reliance: ability to work well with others and also use initiative
* Effective time management and ability to juggle and prioritise competing demands on their time
* Understanding of issues faced by migrants with an unstable immigration status
* Experience using databases
* Experience using Microsoft Word and Excel
* Experience receiving and sending emails
* Experience and confidence making online card payments

## Preferred

* Lived experience of detention/the asylum system or experience of work with refugees/migrants/criminal justice/human rights
* Experience of work/volunteering in the voluntary sector
* Good understanding of mental health and complex needs

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 • Experience of safeguarding people with vulnerabilities

## Equal Opportunities

GDWG is an equal opportunities employer committed to promoting an environment that is inclusive and free from all forms of unlawful or unfair discrimination and values the diversity of its people. We actively welcome applications from people of all backgrounds including those with lived experience of detention and take every possible step to ensure that no individual will be disadvantaged. We are committed to the employment and career development of disabled people and guarantee an interview to anyone with a disability whose application demonstrates the essential requirements of the role.

We are proud to be a member of the [Experts by Experience Employment Network](http://www.ebeemployment.org.uk/) (EBE). EBE aims to increase representation of people with lived experience in the charity sector. Please feel free to use their information and resources or request support with your application preparation via their website.

## Safeguarding

We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. The successful applicant will be subject to an enhanced check by the Disclosure & Barring Service check and 2 years referencing.

## Application, closing date and interview

Please send completed applications to lara@gdwg.org.uk by 17th January 2025. We will be holding interviews online on 22nd January 2025.

If you have any questions regarding the role please call Karris on 07990113174.