



Address: The Orchard
1-2 Gleneagles Court, Brighton Road
Crawley, West Sussex RH10 6AD
Telephone: (01293) 657070 / Fax: (01293) 544916

Websites: www.gdwg.org.uk | www.refugeetales.org | www.28for28.org

Gatwick Detainees Welfare Group

JOB DESCRIPTION: ADVOCACY and ADMINISTRATION SUPPORT OFFICER

GDWG is a charity committed to improving the welfare and wellbeing of people held in detention by offering friendship and support and advocating for fair treatment, particularly those held at Tinsley House and Brook House Immigration Removal Centres at Gatwick Airport. We have around 70 volunteer visitors who befriend and make weekly visits to the detainee allocated to them. We put great emphasis on training and supporting our volunteer visitors, who meet regularly in five local groups, co-ordinated by volunteers, for mutual support. The organisation is run by a Board of Trustees. The group is linked to organisations which visit other detention centres through AVID (the Association of Visitors to Immigration Detainees).

Post:

Advocacy and Administration Support Officer

Responsible to:

The Advocacy and Administration Support Officer is responsible to, and line-managed by, the Director. The Advocacy and Administration Support Officer is mentored by an Advocacy Co-ordinator

Purpose of the Job:

To work closely with the other members of staff in providing a high standard of service to people in detention and volunteers and to support the staff team.

JOB DESCRIPTION:

Main Areas of Responsibility:

- Working closely with the Director, Administrator and other Detainee Advocacy Coordinators in taking new referrals, responding to initial needs and prioritising urgent cases. This work typically includes:
 - Attending our weekly welfare surgeries at Tinsley House IRC.
 - Explaining the role of GDWG to people in detention who contact us and gaining their trust.
 - Referring people in detention to other specialist organisations (e.g. Medical Justice)
 - Liaising with solicitors and other professionals.
 - Working closely with Advocacy and Support office volunteers.
- Providing telephone support to people in detention who need ongoing emotional and practical support, this includes distribution of items such as clothing and telephone cards.
- Assisting with the introduction of a new cloud based database and working with and training others to ensure the administrative systems for detainee records are uniformly and accurately applied.
- Ensuring relevant data is collected on clients and service provision and assisting with statistical analysis as required by the Director.
- Allocating a person in detention to a volunteer visitor.
- Providing support, supervision and information to existing visitors.
- Providing updates for our digital media including newsletters as requested.
- Office support to research students undertaking work agreed by the Director and Trustees and research support to the Director for the Public Inquiry submission in 2020.

Patrons: Lord Dholakia OBE, Baroness Helena Kennedy QC

Registered Charity No. 1124328 Company Limited by Guarantee in England and Wales No. 4911257

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- Project support including for 25th Birthday events in 2020.
- Undertaking administrative tasks as required such as administering the detainee feedback form bi-monthly distribution.

Equal Opportunities

GDWG is committed to operating as an equal opportunities organisation. We welcome applications from refugees and in particular from people who have experienced detention to reflect the composition of those we seek to help.

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