

Role profile

Job Title:	Sanctuary Coordinator	Grade:	10
Department:	Equalities and Engagement	Post no.:	
Directorate:	Strategy and Change	Location:	Perceval House

Role reports to:	Sanctuary Lead
Direct reports:	N/A
Indirect reports:	N/A

Job description

Purpose of role

As a Borough of Sanctuary, Ealing is committed to learning from residents with lived-experience, embedding processes to ensure sanctuary residents receive the best support possible and sharing the ethos that of welcome.

The guiding framework is the Sanctuary Strategy which was co-produced with residents and the VCFS and was launched in April 2025. Within the strategy, there is an action plan of 40 commitments agreed to by all directorates in the council to be delivered over the next three years, meaning that no matter where a sanctuary residents enters the organisation, there is a targeted offer of support available.

The Sanctuary Coordinator will act as a single point of contact for Voluntary, Community and Faith Sector (VCFS) partners to streamline communication with internal colleagues. It is through this work the council will have greatest impact on improving outcomes for some of the borough's most vulnerable residents and embedding the vision of connected communities.

The postholder will be available to VCFS groups who need to escalate complex cases with internal council departments and will also build relationships with the VCFS and

gain knowledge of the services that they provide. The Sanctuary Coordinator will be key in the efficient running of asylum-hotel drop ins, as well as engagement and events and the partnership working with the Community Workers.

Key accountabilities

- Serve as a single point of contact for VCFS groups to escalate complex cases by phone and email, ensuring quick action and prompt responses.
- Manage three commissioned Community Workers, which is a brand new and innovative working relationship with the VCFS.
- Contribute to contract management of the Community Workers ensuring compliance with statutory services and safeguarding frameworks.
- Triage incoming referrals to relevant internal officers by quickly identifying the appropriate officer and enabling direct communication without becoming involved in casework.
- Visit VCFS sessions regularly to gain deeper understanding of service provision and the lived-experience of residents.
- Visit Community Hubs regularly to gain deeper understanding of the needs of sanctuary residents.
- Ensuring VCFS groups are aware of existing and standard referral pathways to limit the number of escalations, through face-to-face meetings, updated flowcharts, emails and phone calls.
- Build productive relationships with VCFS groups and ensure they are clear and comfortable in approaching with any issues.
- Build productive relationships with internal officers and ensure up-to-date knowledge of referral pathways or emerging trends that may require systemic change.
- Build productive relationships with asylum hotel managers to improve the flow of information and increase wraparound support provided by the council and VCFS partners inside hotels.
- Support the annual refresh of the Ealing Sanctuary Forum Delivery Plan to ensure an achievable and resourced plan is agreed and stakeholders feel ownership of the framework.
- Gain an in-depth knowledge of the services that VCFS groups provide so that referrals can also be facilitated between VCFS groups, as well as council services.

- Create and maintain a mapping of existing VCFS groups and services throughout the borough to help identify gaps and overlaps.
- Oversee and coordinate multiagency partners attending asylum hotel drop-in sessions with the aim of bringing services to hotel residents in an appropriate environment and communicated in a way that is understood by all.
- Coordinate support resources such as interpreters, translated documents, digital devices and other materials that increase engagement and participation with particular focus on the residents participation group.
- Commit to providing the highest standard of accessibility for residents, ensuring that barriers to access are reduced.
- Attend and take a proactive role in the Ealing Sanctuary Forum as a key link between the council and the VCFS.
- Identify emerging trends within the VCFS and suggest innovative solutions to improve service provision.
- Contribute to the decision-making process of the Community Fund.
- Contribute to event planning for council engagement and support coordination of ESF events ensuring focus remains on people with lived-experience.
- Maintain an up-to-date knowledge of the local impact of national policy.
- Uphold practices that help maintain Borough of Sanctuary status.
- Maximise opportunities to highlight positive outcomes and impact and work with the Comms team to publicise them.
- Demonstrate resilience and sensitivity in dealing with traumatised people and ensure trauma-informed practices are followed.
- Act as an ambassador for sanctuary-seekers and promote inclusion of people with lived-experience, for both internal and external operations.

Key performance indicators

- Increased satisfaction of VCFS partners regarding communication with the council
- Improved information sharing with sanctuary residents through asylum hotel and Community Hub drop-in sessions leading to a reduction in the need for emergency temporary accommodation

- Successful annual delivery of the Ealing Sanctuary Forum Delivery Plan
- Increased participation of sanctuary residents in Ealing Sanctuary Forum, engagement and internal council processes
- Creation and maintenance of resident participation group

Key relationships (internal and external)

- Internal: Sanctuary Lead, Sanctuary Officer, Resettlement Lead
- External: Co-Chair of Ealing Sanctuary Forum, Board Members of Ealing Sanctuary Forum, Members of Ealing Sanctuary Forum, Residents Participation Group

Authority level

- Acts as the first port of call for operational enquiries from VCFS partners and internal colleagues and escalates where necessary to the Sanctuary Lead and Resettlement Lead.
- Often leading on engagement events with external stakeholders and responsible for reputational risk

Person specification

Candidates, please address all criteria in your application. Please give examples

Essential knowledge, skills and abilities

1. A genuine compassion for supporting people who have been affected by forced-migration.
2. Strong knowledge on UK migration pathways including asylum, resettlement, Homes for Ukraine, Hong Kond (BNO), no recourse to public funds, Unaccompanied Asylum-Seeking Children.
3. Strong knowledge and understanding of local government, and voluntary/community sector, the pressures on them, and implications for capacity building.
4. Strong knowledge of relevant stakeholders within Ealing.
5. Excellent interpersonal skills and the ability to connect with a variety of stakeholders including residents who may have experienced trauma.
6. Strong organisational skills and ability to manage competing priorities.
7. A personal commitment to increasing participation and representation of people with lived-experience of forced migration.

8. An approachable manner, the ability to seek connection and excellent interpersonal skills which foster open discussion of sensitive topics.
9. Resilient and comfortable with uncertainty, flexible and adaptable, using a growth mindset so all opportunities can be developmental.

Essential qualification(s) and experience

1. Undergraduate level (or equivalent) academic qualification or commensurate work experience within a community organising setting.
2. Experience in working with a range of stakeholders in local government and the Voluntary, Community and Faith Sector.
3. Experience of working in a dynamic environment with regular policy and delivery challenges which require resilience and the ability to innovate when faced with challenge.

Values & Behaviours

Improving life for residents	Trustworthy	Collaborative	Innovative	Accountable
- Is passionate about making Ealing a better place - Can see and appreciate things from a resident point of view - Understands what people want and need - Encourages change to tackle underlying causes or issues	- Does what they say they'll do on time - Is open and honest - Treats all people fairly	- Ambitious and confident in leading partnerships - Offers to share knowledge and ideas - Challenges constructively and respectfully listens to feedback - Overcomes barriers to develop our outcomes for residents	- Tries out ways to do things better, faster and for less cost - Brings in ideas from outside to improve performance - Takes calculated risks to improve outcomes - Learns from mistakes and failures	- Encourages all stakeholders to participate in decision making - Makes things happen - Acts on feedback to improve performance - Works to high standards

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