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**Job Title:** Deputy Outreach Coordinator  
**Reports to:** Outreach Manager  
**Hours:** 25 hours per week (Flexible working days, must include Mondays, Wednesdays, Thursdays, and Fridays)  
**Salary:** £19 per hour (inclusive of travel expenses)  
**Workplace:** Across Greater London and Surrey — on-site support at multiple HBC groups and projects. Some remote admin work.  
**Start Date:** Immediate

**Position Overview**

The Deputy Outreach Coordinator will work closely with the Outreach Manager to ensure high-quality, consistent support and leadership across HBC’s outreach projects. This is a hands-on, flexible role that includes team management, partnership development, session leadership (including swimming groups), and group coverage when Coordinators or the Outreach Manager are absent. You will be supporting women who have fled violence or trafficking and are pregnant or with young children while seeking international protection in the UK.

This role is ideal for someone who is warm, highly organised, and can step into leadership roles confidently, with a deep commitment to the values of HBC.

**Key Responsibilities**

**Community Group Coverage & Leadership**

* Lead weekly sessions when group Coordinators or the Outreach Manager are away, ensuring smooth running of activities, food, childcare, and volunteer coordination.
* Be present and active in a wide range of outreach sessions, including specialist sessions like swimming.
* Create a warm, welcoming space for HBC members, volunteers, and staff.
* Ensure all safeguarding, health & safety, and first aid procedures are in place at sessions.

**Team Management & Support**

* Provide day-to-day management support to Outreach Coordinators.
* Work with the Outreach Manager to mentor new team members and support team morale.
* Manage group rotas, communications, and last-minute cover planning.
* Join fortnightly Outreach team meetings and quarterly in-person staff meetings.

**Local Partnership & Volunteer Relationships**

* Build and maintain partnerships with local agencies and community organisations in Greater London and Surrey.
* Liaise with transport providers, food banks, local charities, and children’s services.
* Coordinate the involvement of external agencies in group sessions.
* Work with the Volunteer Manager to ensure clear roles and onboarding for volunteers.

**Administration & Communication**

* Ensure accurate attendance and case notes in Charity Log and Google Drive.
* Share updates, feedback, and reports with the Outreach Manager and Directors as required.
* Communicate actively across Slack, WhatsApp, and other internal platforms.

**Person Specification**

| **Essential** | **Desirable** |
| --- | --- |
| Strong interpersonal skills and ability to lead diverse teams | Experience coordinating in outreach or asylum sector  Minimum 1–2 years of community or team management experience |
| Excellent organisation and time management | Lived experience of the asylum or refugee system |
| Confident managing logistics and rotas across multiple locations | Ability to speak additional community languages |
| A positive, proactive, and compassionate approach | Qualification in community services, health, or education |
| Strong written/spoken English and basic Excel/Google Drive proficiency | Knowledge of asylum/migration support structures |
|  | UK Driver’s Licence |

**Safeguarding Responsibilities**

Happy Baby Community takes safeguarding extremely seriously. All employees must:

* Attend mandatory safeguarding and PREVENT training
* Be familiar with HBC’s safeguarding procedures
* Promptly report any safeguarding concerns

**Additional Information**

* Regular travel to sites in Greater London and Surrey is required — travel time is included in your weekly paid hours.
* Flexible work scheduling is essential to respond to last-minute team cover needs.
* You will be supported with training and development opportunities as part of the Outreach team.