 **Suffolk Refugee Support**

**Job Description & Person Specification**

**Job Title: Employment** **&** **Training Advice Worker**

**Accountable to: Employment & Training Coordinator**

**Hours: Part Time Post – 28 hours per week.**

**Salary: £19,366 per annum (pro rata from £24,208 FTE for 35 hours per week)**

**Contract: Until end of March 2022 (subject to a 3-month probationary period), with strong possibility of extension for a further two years (or TUPE option) dependent on programme contract renewal and funding**

**Pension: Employer/employee scheme. Up to 6% Pension Contribution with matching employee contribution.**

**Location: Partly based at Suffolk Refugee Support offices, 38 St Matthew’s Street, Ipswich, IP1 3EP and partly based at locations around Ipswich and the county**

**Employer: Suffolk Refugee Support is a registered charity**

**Context**

Suffolk Refugee Support provides support and advice to asylum seekers and refugees who are resident in Suffolk.

Our main activity is a 3-day-per-week Advice Service run from our office, staffed by a team of advice workers and volunteers. We also provide employment support,  
English classes, youth work, support for vulnerable women and families and specialist refugee resettlement casework.

SRS works with other agencies, community organisations, health services and others to enable service users to access a range of relevant services. We also provide talks and workshops to give information about asylum seekers and refugees in the UK and insights into their experiences.

**Job Purpose**

This is an exciting opportunity to help empower refugees and equip them with the skills needed to gain and maintain employment or find better employment, in order to help improve their quality of life.

Part of your role will be focused on meeting the employment and training needs of

Afghan families who have recently arrived in the UK under the Afghan Relocation

and Assistance Policy (ARAP).

**Main Deliverables**

1. To assess client needs and devise personal development plans to improve employability, including:

* identifying skills gaps & employment barriers
* coaching and mentoring
* assisting with preparing CV’s, job searches, job applications & improving interview skills
* monitoring progress against PDPs
* referring to other local services for additional support
* securing interview opportunities

1. To support clients to improve their education and training, including:

* researching, identifying, facilitating and/or delivering training classes.
* maintaining records of progress (in partnership with other training providers)
* encouraging clients to attend ESOL and other training to ensure employability skills are attained
* liaising with education & training providers to access courses, or developing tailored packages
* investigating and supporting clients to overcome financial barriers to education, such as researching suitable scholarships and bursaries
* liaising with training tutors to prepare and enter students for examinations where appropriate

1. To support clients to improve their work experience, including:

* building relationships with employers to identify and fill volunteering opportunities, negotiate work placements or work trials and maximise opportunities for our clients to work for them
* organising employment workshops with times and venues (including crèches) at appropriate levels and ensuring good attendance at them by advertising and information dissemination

1. To facilitate clients into self-employment, including:

* liaising with training providers to secure training for those interested in self-employment
* registering clients for self-employment sessions and supporting them to attend
* networking with small businesses to share useful information with clients
* supporting self-employed clients with Self Assessments and Tax Returns

1. To understand and support clients to overcome barriers to employment and training, including:  
   * helping clients to overcome personal issues such as poor housing, low confidence and mental health
   * providing support to clients in a broad range of areas, not just employment, to help them overcome barriers
2. Partnership & team working, to:

* develop links with providers and explore joint funding partnerships
* refer clients to providers and external agencies, and share good practice and experiences
* attend meetings and workshops with other employment/education support organisations in Suffolk to ensure our clients’ needs are provided for in the county
* attend internal and external meetings relevant to training and employment and to keep the team updated of any opportunities and/or changes as they occur
* support other SRS Advice Workers (non-employment specialists) to deliver some employment services to clients within our advice service
* work alongside our Youth Coordinator to run a successful employment support service at a new community engagement hub for 18 – 25 year old young people

1. Keep clear and detailed client and progress records, including:

* monitoring and measuring the impact of the project, identifying possible risks and working to minimise or eliminate the risk
* recording all interactions with clients during advice sessions, training or placements, using our database and other monitoring tools
* achieving and recording successful outcomes in gaining skills and employment
* providing timely written reports for funders’ requirements

1. Observe and comply with Suffolk Refugee Support’s policies and procedures and observe and continually promote equality and inclusion and client care in compliance with organisational aims and objectives
2. Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and in order to meet the changing needs of the organisation. This job description will be subject to periodic review with the post-holder to ensure it accurately reflects the duties of the job.
3. With the support of the Employment & Training Coordinator, the post holder will be expected to manage their own workload and prioritise between short and long term goals

**Equal Opportunities Statement**

As part of its recruitment policy, the Suffolk Refugee Support intends to ensure that no prospective or actual employee is discriminated against on the basis of race, sex, nationality, sexual orientation, class, disability, age, religious belief, ethnicity, or political persuasion, or is disadvantaged by any condition or requirement that is not demonstrably justifiable.

**Person Specification**

**(Please refer to these in your application)**

**Essential experience and attributes:**

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| Delivering interventions to help unemployed people into work or training - including motivating and encouraging - with a track record of success |
| Managing a caseload of clients with differing needs and personal circumstances |
| Awareness of the needs of refugees and asylum seekers and some understanding of legislation regarding this group in the UK |
| Knowledge of employers’ expectations of job seekers and current employment climate in Suffolk |
| Ability to manage difficult and sensitive situations including using safeguarding good practice and risk management tools |
| Knowledge of English language levels as used to assess ESOL students |
| Ability to carry out skills assessments accurately and in a manner that encourages and motivates clients to want to improve |
| Ability to present a person’s attributes in a positive way in a Curriculum Vitae using the latest software |
| Ability to work collaboratively and professionally with colleagues, managers, volunteers, external agencies and community representatives |
| Good strategy, planning and time management skills, including the ability to prioritise and meet deadlines |
| Easy going yet conscientious – calm under pressure |
| Excellent written and spoken English and strong administrative skills including proficiency in Microsoft Office applications and using the internet, email and remote communication tools |
| A full UK driving licence and access to your own transport |
| Flexibility in working hours. This post will require the successful candidate to work late one evening at the new Community Engagement Hub, currently expected to be Monday evening. |
| Empathy for refugees and a genuine desire to see them thrive in the UK |

**Desirable experience and attributes:**

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| Working with refugees and third country nationals, or others with English as a second language. |
| Ability to speak a second language, ideally one of the main refugee languages in Ipswich (Arabic, Kurdish, Pashto/Dari) |
| Personal experience of, and ability to connect with, the refugee community of Ipswich |