**Suffolk Refugee Support**

**Job Description & Person Specification**

**Job Title: Employment & General Advice Worker (Ukraine programme)**

**Location: 2 roles are available:**

* **1 mainly working across the West of Suffolk**
* **1 mainly working across the East of Suffolk**

**Both roles will also need to work at our office in Ipswich at times.**

**Terms: Full time (35 hours per week), although part time hours considered**

**Salary: £23,800 - £24,692**

**Initial 12 month contract**

**Pension: Automatic enrolment in NEST scheme.**

**Reports to:** 1 role will report into the **Employment and Training Advice Service Coordinator and 1 role will report into the** Resettlement Support Coordinator (Ukraine Programme)

**Context and purpose of the job**

Suffolk Refugee Support aims to ensure that all asylum seekers and refugees in Suffolk are enabled to live integrated, fulfilled and contributing lives in their new communities. We provide a welcoming environment where clients can access help, advice, support and practical services in order to be healthy and safe and begin to rebuild their lives. We work with external agencies, community and voluntary sector organisations, health providers and others to enable our clients to access a range of support. We are based in Ipswich, but our services operate increasingly out on location with refugees and asylum seekers housed in accommodation across Suffolk.

The Employment Advice Worker (Ukraine Programme) will work in either the West or East of the county, as well as at our main office in Ipswich. You will be responsible for delivering advice and employment support for Ukrainian refugees arriving in the county through the Ukraine Family Scheme or Homes for Ukraine Scheme. Your role will be to empower refugees and equip them with the skills needed to gain and maintain employment or find better employment, as well as providing advice work to help people access education, health services, language provision and benefits in order to improve their quality of life. You will have good working knowledge of local services and the employment situation in at least one part of Suffolk.

The work will involve communicating with different agencies and individuals in a cohesive and clear manner to ensure that Suffolk Refugee Support is responsive and effective in overcoming the hurdles experienced by people who have fled Ukraine and are seeking work within Suffolk. The role will also involve delivering advice work to help individuals settle into life in the UK, for example, practical support with health provision, schools and education for children, English language classes and applications for benefits. The post holder will need to be sensitive to the needs of highly traumatised people and able to offer them reassurance, security and positive opportunities through their interventions. They will need to advocate for the refugees to ensure other agencies respond appropriately to their needs.

An Enhanced DBS check will be required for this post (paid for by Suffolk Refugee Support.)

**Main Duties and Responsibilities**

* To provide 1-to-1 employment support, assessing client needs and devising and working towards personal development plans to improve employability
* To manage a caseload of clients with support to be provided by appointments at local groups, via phone and Zoom
* To support clients to improve their education and training
* To support clients to improve their work experience
* To build relationships with employers to increase opportunities for clients
* To access volunteering opportunities, negotiate work placements or work trials
* To organise employment or advice workshops with times and venues at appropriate levels and ensuring good attendance at them by advertising and information dissemination
* To understand and support clients to overcome barriers to employment and training
* To assist Ukrainian refugees with accessing benefits, healthcare, school places and ESOL courses
* To direct clients to other services provided by Suffolk Refugee Support or external agencies (making appointments where appropriate)
* To provide outreach visits to Ukrainian community/support groups in a designated area to assess and provide support to attendees
* To attend occasional meetings with the local authorities and statutory agencies to advocate for client needs and to provide a voice for them to ensure services are geared to their best interests
* To attend meetings with other partners, including community groups, to ensure everyone is working to an agreed plan, seeking shared solutions to improve clients’ quality of life and ensure duplication of services is avoided
* To deal with telephone requests for information and act as a point of contact for clients, statutory, voluntary and private sector organisations and the general public
* To work to achieve agreed outcomes which will bring about positive changes in our clients’ lives
* To work closely with local health partners to ensure health needs are dealt with appropriately
* To promote independence on the part of the clients and actively empower them to help themselves according to their individual abilities
* To develop activities which enable and encourage clients with more developed skills and knowledge to share them with others who might benefit
* To advise clients about all aspects of living in the UK and to ensure they understand their rights and responsibilities under UK law

**Vulnerable Client & Safeguarding Work**

In liaison with SRS’s Safeguarding Leads and external authorities, to support very vulnerable clients or where there are cases with safeguarding concerns

**Client representation**

To represent the views and experiences of SRS’s clients at external meetings and advisory boards

**Monitoring, Evaluation and Funder Reporting**

* To record services given and outcomes achieved on internal monitoring systems and to maintain filing systems in line with data protection regulations
* To assist with reports in reference to our funders’ outcomes and targets
* To help with the development & administration of written information produced by SRS for our clients’ benefit
* To contribute to the development of new services and funding applications

**Additional Duties and Responsibilities**

* To contribute occasionally to media features and SRS newsletter articles concerning the scheme and its clients (in liaison with SRS’s Communications Officer), and to promote public awareness and positive perceptions
* To take responsibility for keeping up to date with changes to legislation, policy and rules affecting refugees, including attending training as applicable
* To contribute to other SRS work including weekly team meetings and activities as requested by Management, such as assisting with external SRS events or other similar activities
* To work in line with SRS’s policies and codes of conduct

**Person Specification**

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

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| Knowledge of employers’ expectations and job application processes | Essential | Application/ interview |
| Experience of managing a caseload of clients with differing needs and personal circumstances | Essential | Application/ interview |
| Ability to present a person’s attributes in a positive way in a Curriculum Vitae using the latest software | Essential | Application/ interview |
| Ability to carry out skills assessments accurately and in a manner that encourages and motivates clients to want to improve | Essential | Application/ interview |
| Good working knowledge of local services and the employment situation in at least one part of Suffolk | Essential | Application/ interview |
| Experience of working with vulnerable individuals to improve their circumstances to better integrate into the UK | Essential | Application/ interview |
| Knowledge of UK benefits system | Essential | Application/ interview |
| A confident, friendly and outgoing character when meeting new people and a “can-do” attitude | Essential | Application / interview |
| Experience of developing partnerships or opportunities with external organisations and businesses | Essential | Application/ interview |
| Ability to communicate with potentially traumatised people with low levels of English and to make them feel at ease, whilst maintaining boundaries | Essential | Application/ interview |
| Good written and spoken English, with experience of report writing | Essential | Application/ interview |
| Proven time-management skills and ability to organise work to meet tight deadlines | Essential | Application / interview |
| Ability to manage difficult and sensitive situations including using safeguarding good practice | Essential | Application/ interview |
| Ability to work in a flexible and agile way, adapting to changing circumstances in a positive and solution focused manner | Essential | Application/ interview |
| Proficiency in working with Microsoft Office packages | Essential | Application / interview |
| A full UK driving licence, access to your own transport and a willingness to work in locations around Suffolk | Essential | Application |
| Experience of delivering interventions to help unemployed people into work - including motivating and encouraging - with a track record of success | Desirable | Application/ interview |
| Awareness of the experiences and needs of refugees and how trauma impacts on all aspects of their lives | Desirable | Application/ interview |
| Fluency in Ukrainian or Russian | Desirable | Application |
| Experience of working with volunteers | Desirable | Application/ interview |

**Personal Development**

The post-holder must effectively manage their own workload, assessing their priorities in terms of the balance between the reactive workload and the medium and long-term plans and projects. Work-time opportunities for appropriate training will be given to the post-holder.

**Flexibility**

In order to deliver services effectively, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the job, at the appropriate skills and responsibility level. This job description will therefore be subject to periodic review with the post-holder to ensure it accurately reflects the duties of the job.

**Equal Opportunities Statement**

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

The post holder will be required to support individuals, families, children, women and young people from very diverse backgrounds and engage them equally irrespective of political, religious or other affiliations. The post holder must act professionally at all times and uphold the values, ambitions and aims of Suffolk Refugee Support.

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