**Suffolk Refugee Support**

**Job Description & Person Specification**

**Job Title: Afghan Resettlement Programme Advice Worker**

**Reports to: Refugee Resettlement Programme Manager**

**Hours: Part time – 28 hours a week**

**Salary: £21,191 per annum (pro rata from £26,489 FTE)**

**Initial Fixed Term contract until 30th June 2025 (subject to a 3-month probation review)**

**Pension: NEST Workplace Pension – up to 6% Employer contribution in addition to Employee contribution**

**Location: Partly based at Suffolk Refugee Support office, 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 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.

This role will support Afghan families and individuals as they arrive in the UK through two Afghan Resettlement Programmes. These are UK government schemes resettling Afghans who either worked for the UK government in Afghanistan or who need special protection in the UK for other reasons. As an Afghan Resettlement Advice Worker you will provide intensive support and advice to these families and individuals to support their resettlement journey and integration across Suffolk, ensuring they are engaged with local services, aware of their rights and responsibilities, and motivated to rebuild their lives in the UK.

**Main Duties and Responsibilities**

* Maintain a caseload of Afghan refugee families and individuals, meeting their relevant support needs, paying special attention to those identified as particularly vulnerable or isolated
* Assist with preparations for new arrivals, including grocery shopping, housing checks, airport pick-ups, and other practical needs in locations around Suffolk
* Deliver a broad range of advice for clients, including setting up welfare benefits and managing finances; securing school places and English classes; accessing health services; encouraging and supporting leisure activities; engaging in social groups, volunteering, and training opportunities; and signposting for employment development
* Proactively plan and deliver support to individuals focused on building their language skills, independence and connections in the UK, working towards agreed goals (via detailed monitoring of action plans)
* Provide drop-in support to clients once they no longer need intensive support
* Work with partner agencies to ensure support is appropriate and complete and that referrals to other agencies achieve full engagement from clients. This will involve attending planning meetings to represent clients’ views and to work towards more effective systems and processes for clients in partnership with other agencies.
* Develop and maintain positive relationships with statutory and voluntary sector service provider partners prior to arrival and afterwards, attending regular meetings for the best interest of our programme and for progress monitoring
* Act as a community liaison (mapping support services in remote areas, setting up a network for families, maintaining regular contact with local links) to ensure that clients are engaging with local services and being assisted in their new community
* Provide support to other SRS teams (Advice Team, Employment Team, Youth Team) as necessary
* Provide clear and succinct updates on work activities and outcomes as requested
* Record, monitor and evaluate casework practice in a timely manner, updating our Database systems, writing feedback reports, contacting partners to ensure support continuity, and updating families’ action plans regularly (use of Word, Spreadsheets and Database programmes)
* Maintain confidential records for each client using data systems and with regards to data protection policies and legislation
* Take responsibility for keeping up-to-date with changes in legislation, policy and rules affecting asylum seekers and refugees, including attending training as suggested by your line manager
* Contribute to other SRS work including weekly team meetings and activities as requested by Management, such as general translation support, assisting with external SRS events or other similar activities
* Work in line with SRS’s policies and codes of conduct

**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.

**Other requirements**

This role will require travel to locations away from our main office, so you must hold a full and current driving licence and have access to personal transport.

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.

Please note that an Enhanced DBS Check is required for this post. The decision to request a DBS disclosure is made in accordance with the Rehabilitation of Offenders Act 1974. The check will be paid for by Suffolk Refugee Support.

**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 grounds of the following protected characteristics: age, disability (physical or mental impairment), gender reassignment, marital or civil partnership status, pregnancy or maternity, race (colour, nationality, ethnic or national origin), religious beliefs, sex and sexual orientation. In addition, SRS is committed to ensuring that no one is treated less favourably on the grounds of membership of a particular social group, political opinion, caring responsibilities, HIV status and employment status.

This role requires the post holder to work equally with men and women and encourage the independence and integration of all individuals into the UK, no matter their personal characteristics.

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.

**Person Specification**

**(Please refer to each of these with examples of how you meet them in your application form)**

**Essential experience and attributes:**

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| Experience helping people overcome challenges rebuilding their lives in the UK |
| Awareness of the needs of refugees and asylum seekers and some understanding of the law relating to immigration and refugees |
| Understanding how to support and communicate with people in a way that makes them feel comfortable and understood |
| Understanding the importance of keeping personal information about clients private and gaining their trust that information will not be shared with others outside SRS without their permission |
| Ability to manage difficult and sensitive situations including working in a safe way and to ensure clients are safe from harm |
| Ability to work with many different people and problems at the same time and to organise your work and time well |
| Ability to keep clear work boundaries and not become friends with people you are helping, avoiding any perception of unfair behaviour |
| An open attitude to cultural differences and willingness to promote the independence of individuals, in particular women |
| Ability to treat all clients equally without allowing your own feelings to influence your delivery of support no matter who you are working with |
| Ability to manage client expectations in a kind and polite manner so that they are clear about how you can help them |
| Ability to work effectively with colleagues, managers, volunteers, external agencies and community representatives – experience of community liaison is an advantage |
| Ability to change what you are doing at short notice, to make the work better |
| Experience with timely progress monitoring via digital tools, including Database systems, Word documents and spreadsheets |
| Good written and spoken English, together with the ability to write reports, use the internet efficiently, respond to emails in a professional manner, and use remote communication tools (Microsoft Teams, Zoom, shared calendars) |
| A full UK driving licence, access to your own transport and a willingness to work in locations around Suffolk |

**Desirable experience and attributes:**

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| Fluency in spoken and written Pashto and/or Dari and in Arabic *– highly desirable* |
| Experience working within a multicultural team and sharing information |
| Knowledge of the UK benefits system *– highly desirable* |
| Personal experience of, and ability to connect with, the refugee community of Ipswich |