

Job Description - Support Worker (fixed term until December 2020)

Responsible to:	Senior Support Worker
Responsible for:	Clients support work and case management
Organisational Context:	Action Foundation is an award-winning charity that provides opportunities for marginalised people to overcome their exclusion. This is expressed by providing free accommodation for refused asylum seekers (Action Housing and Action Hosting and our developing Action Access project), short-term supported accommodation for those with refugee status (Action Letting) and ESOL classes (Action Language).
Job Purpose:	To assist the Senior Support Worker in providing the day-to-day running of Action Foundation's Housing, Access and Letting projects, through the one-to-one support to our clients as directed. We currently have 20 houses with up to 73 clients.
Time Commitment:	35 Hours
Salary Scale:	£17,230- £19,527 per annum depending on experience + 6% pension
Contract:	Fixed term to December 2020
Location:	To operate from either Newcastle or Sunderland offices

Duties and Responsibilities:

The Support Worker will provide:

- **Client Support Work** including:
 - welfare benefits (including UC and Housing Benefit), health services, work and volunteering search,
 - legal support (if qualified to do so), hardship and crisis support and ESOL and other college courses
 - accompanying clients to appointments, advocating on their behalf to enable them to access appropriate support
 - engagement with other support agencies and securing move-on accommodation.
- **Client Relations** including:
 - regular agency support meetings, reviews, attending staff and support meetings, reporting requirements with UKVI, generating statistics and keeping records.
- **Tenancy Support** working with clients to help them to:
 - fulfil the requirements of their occupancy agreements with Action Foundation
 - to manage the properties well including links to the work of the Resident Support Trainer.
 - Liaison with maintenance workers under the direction of the Senior Support Worker

These responsibilities require systematic recording of all notes and actions related to client support, completing risk assessments and support plans for clients using the In-form case management system

General

- Treat all information about the houses and clients as confidential.
- Treat clients of each house equally and be sensitive to cultural, religious and other differences.
- Attend training sessions organised by Action Foundation to maintain continuous professional development

- To report to the Senior Support Worker all relevant issues relating to clients and houses.
- To build and maintain positive working relationships with voluntary, statutory and health organisations and networks in the area in order to signpost and refer clients
- To ensure client files are maintained in accordance with Action Foundation’s policies and procedures making full use of the In-form - case management system
- To work as part of a team and take responsibility for your own workload.
- To actively participate in supervision sessions (Appraisal, 1-2-1s, team meetings and reviews).
- To fulfil any other duties deemed reasonable by the Project Manager or Senior Support Worker.

It is important to understand there are certain roles that a Support Worker must not undertake - these include:

- Counselling
- Legal or immigration advice (unless qualified to do so)
- The work of a healthcare professional.

Personal Specification/Key Competencies

Knowledge/Experience:

Action Foundation is looking for applicants who can evidence working in the following areas:

- Working in a casework environment (essential)
- A strong working knowledge of navigating the welfare benefits system (essential)
- Experience of assisting Universal Credit claimants with their job search (essential)
- Experience of managing client confidentiality (essential)
- An understanding of the need to maintain safe working boundaries (essential)
- Abilities in assisting clients to secure settled move-on accommodation (desirable)
- Experience working with interpreters and those speaking English as a second language (desirable)
- Strong awareness of the issues facing asylum seekers and refugees especially regarding access to services including Welfare (desirable)

Skills/Abilities:

In addition to the above we want applicants to provide examples as to how they satisfy the following criteria:

- Able to use own initiative to solve problems. (essential)
- Familiar with O365 computer software (essential)
- Good written and verbal communication skills. (essential)
- Work well in a team. (essential)
- Co-operative approach to working with other organisations and government departments to maintain strong, positive partnership working. (essential)
- Excellent administration skills. (essential)
- Strong interpersonal skills. (essential)
- Good organisational and planning skills particularly in time management. (essential)

Other:

- A genuine desire to support people seeking asylum and refugees (essential)
- OISC qualified to minimum Level 1 (desirable)
- To be part of an out of hours on-call arrangement (essential)
- A full driving licence (desirable)

This post would require a DBS check and the taking up of two references.