



POST:	Refugee Resettlement Key Worker
LOCATION:	Lincolnshire (Grantham or Lincoln)
RESPONSIBLE TO:	Service Delivery Lead
HOURS:	37.5 hours per week
SALARY:	£21,500 (plus 5% pension contribution)
CONTRACT:	1 Year fixed term (with the potential of extension)

We are offering an exciting opportunity to join our growing charity, which works with refugees and asylum seekers arriving in the UK. Upbeat Communities is a Christian charity based in Derby and we work across Derbyshire and Lincolnshire – our mission is to **Help Strangers Become Neighbours**. We achieve this by focusing activities on three key areas: Welcome, Empowerment, and Awareness Raising.

The services we deliver include welcome support for new arrivals, language classes through our Derby Language School social enterprise, health and well-being activities, enterprise and employment training, awareness raising, training and events. We are currently partnering with the British Red Cross on a 4 year city-wide project called Survive & Thrive, as well as developing new projects such as a volunteer hosting scheme for destitute asylum seekers.

Context of the role:

The UK government has committed itself to a Syrian Vulnerable Persons Resettlement (SVPR) scheme whereby people fleeing persecution from Syria are selected and processed in the region of origin and brought to the UK with their status already determined.

Upbeat Communities is working with District Councils across Lincolnshire to provide a Key Worker Service for individuals arriving through the SVPR scheme. We are looking to recruit 2 full-time Key Workers to complement our current team.

The successful candidate will have a positive attitude and play an important part in delivering the best possible support to the families we work with. The candidate will be committed to, and actively demonstrate, our Christian values, ethos and practice in order to achieve our vision – **to see refugees welcomed and supported to rebuild their lives.**

Due to the nature of the work, you would need to hold a full UK driving licence and be willing to travel across Lincolnshire to provide support to refugee families.

The post holder will also be required to undertake an enhanced DBS check.

Candidates would need to be available to start in the role by 4th March 2019

Purpose of the role:

- To assist in the resettlement of vulnerable Syrian refugees in Lincolnshire through the provision of advice, guidance and support
- To promote the integration and independence of all those arriving through the SVPR scheme

Main duties and responsibilities:

- Support the arrival and welcome of refugees being resettled in Lincolnshire through initial reception and orientation
- Carry out a needs assessment for all participants in the scheme and develop personal integration plans
- Liaise with local authorities, housing providers, GPs, schools, and other relevant statutory services in order to ensure smooth referral and registration processes
- Provide advice and support to individuals on benefits, housing, health, education, employment, and any other appropriate services required as part of the resettlement process; through home visits, outreach sessions, and attending appointments
- Communicate information to participants clearly and promptly, through the use of interpreters where required
- Develop and maintain positive working relationships with external stakeholders to facilitate access to mainstream services for those in the scheme, in order to promote integration and independence
- Engage with local voluntary and community sector organisations and networks to promote a culture of welcome and support for all participants
- Deliver awareness sessions about the scheme and the needs of refugees being resettled in Lincolnshire, to a range of stakeholders and interested parties
- Keep full, accurate and up-to-date case notes
- Attend meetings with Lincolnshire District Councils and provide verbal and written updates on the resettlement scheme
- Contribute to the review and development of the resettlement scheme

- Carry out monitoring and evaluation processes as appropriate
- Make an active contribution to the overall work of Upbeat Communities through team meetings, staff training, awareness and fundraising events, and any other appropriate activities
- Complete administrative tasks as part of the resettlement role, and also in support of Upbeat Communities as an organisation
- Be committed to, and work in accordance with Upbeat Communities' Christian values and ethos, as well as adhering to all organisational policies and procedures

Person Specification

We are looking for an exceptional candidate who can demonstrate the following experience and skills. Please make sure you evidence each of these areas in your application.

Essential

- At least 1 year's experience of working directly with individuals in a client support setting, providing advice, information and guidance on a range of issues including benefits, housing, health services, education and employment
- Knowledge and understanding of the needs and experiences of refugees newly arrived in the UK, in particular for those arriving through a resettlement scheme
- Experience of working with people from different cultures and backgrounds and an understanding of cultural diversity, equal opportunities,
- Knowledge and understanding of the roles that empowerment and independence play in the integration of refugees
- The ability to clearly communicate complex information to individuals who may be in a distressed or anxious state
- Confidence and skills to negotiate on behalf of participants with service providers from both the statutory and voluntary sectors
- An empathetic and compassionate outlook, whilst being able to maintain professional boundaries with those you work with
- Ability to work effectively with interpreters
- Ability to communicate with stakeholders and partner organisations
- Experience of delivering training or awareness sessions to a range of different audiences

- Good spoken and written English, with the ability to communicate to participants and external agencies
- Good administration skills and competence in using email and Microsoft Office (Word, Excel)
- Ability to plan and manage your own workload
- A team player with a helpful serving attitude and a positive disposition
- Commitment to some evening and weekend work
- Willingness to travel within the Lincolnshire region
- Commitment to actively demonstrate Upbeat Communities' Christian ethos and values
- The right to work in the UK
- A full UK driving licence

Desirable

- Ability to speak and write in Arabic

Deadline for the post is **12noon on Friday 8th February 2019**

All applicants need to complete an application form – CVs will not be accepted

As part of the recruitment and selection process Upbeat Communities will take up two references.

Email your application to **jobs@upbeatcommunities.org** or post to:

Louise Mildenhall-Clarke
Finance and Operations Manager
Upbeat Communities
Overdale House
96 Whitaker Road
Derby
DE23 6AP

Interviews will take place the week beginning Monday 11th February 2019.