

Refugee Support Worker

The Boaz Trust is a Manchester-based Christian charity, seeking to serve some of the most vulnerable people in our community who are seeking asylum from persecution in their home countries. We are a small group of passionate and dedicated team players, who see past the everyday obstacles and have the resilience and tenacity to pursue change.

At Boaz, we support refugee and asylum seeking clients by providing a range of support including accommodation, signposting, practical and emotional care so that they can continue to move on with their lives. We are currently looking for someone to join our team who is committed to working holistically with refugees who have recently been granted status, in order that they might thrive and flourish here in the UK.

In this role, you would be expected to work with refugees (men and women aged over 18) who are accommodated by the Boaz Trust in our shared housing scheme. You will need to be well organised and able to make effective use of your time, as well as being resilient, and have a real 'can-do' approach to your work.

If you want a job where you can make a real difference in people's lives, then please read on.

In this pack:

- Understanding who we are and what it's like to work at Boaz
- What the role involves and the person we're looking for
- How to apply and when you'll know if you've been successful

Who are we?

The Boaz Trust is a Manchester-based Christian charity working with destitute asylum seekers and refugees. Our vision is 'life in all its fullness' for those seeking sanctuary in the UK. Boaz provides accommodation, food, and practical and emotional care for people who have been made destitute during the asylum process, following either a positive or negative decision. This support enables the people we work with to continue to rebuild their lives and hopefully move towards a resolution of the situation that made them homeless. At peak times Boaz accommodates over 70 individuals through our winter night shelter, shared housing and our hosting scheme.

What's it like to work with us?

We're a fairly small staff team (14 people, over half of whom are part-time) based in the Kath Locke Centre in Hulme.

Boaz started 12 years ago, as an outworking of Dave Smith's Christian faith and the desire to serve others, particularly the vulnerable. The team's strength and motivation is very much drawn from our shared faith, and this underpins all that we do. Whilst we work with a diverse range of people (of all faiths and none) and do not evangelise, our sense of Christian identity is certainly key to how we tick.

It can be tough to work at Boaz, as we often see people when they are very low, often dealing with very difficult situations, but we try to keep focused on the positive elements of our work. It can be hard but it's definitely rewarding. Hearing a client say 'Boaz has helped me in so many ways- they have helped me put my life together' is certainly motivating, and reminds us why we do what we do. We find humour, strong coffee and cake also help, as we try to create a warm and welcoming atmosphere in the office.

The values which define how we seek to work as an organisation are:

Christ-centred (rooted in the teachings of Jesus Christ, we seek to serve those who society sees as the least, the last and the lost)

Excellence (we strive for professional excellence with integrity in all our working practices)

Empowerment (we want to see the people we work with (including clients, volunteers, staff and supporters) equipped and released to discover meaning and purpose in their lives.)

Restless for justice (we shine a light on injustice, especially where people seeking sanctuary are treated unfairly and we will fight to see change happen)

Servant-hearted (we adopt an attitude of service within the organisation and beyond, putting the needs of others before our own)

Generosity (we extend a welcome to all we meet, sharing hospitality, kindness and love, and treating everyone with dignity, regardless of their background)

One of our values is servant-heartedness, and this applies to how we treat each other as much as how we work with our clients. We all muck in if the pressure's on and everyone shares in the things that keep the office ticking over. The daily times of combined team meeting, sharing and prayer are key to helping the team function and thrive.

Our clients often refer to Boaz as family, which we regard as a huge compliment. We constantly strive to keep the balance between professionalism and warmth; treating each person with dignity and as an individual is vital for us.

We hope you would find this a fun, friendly, challenging and stimulating place to work. If you share our passion to see destitution ended and positive changes to the UK asylum system, doing what we can to make life better for those who have been granted refuge in the meantime, then you should definitely apply.

About this job

This is a part-time role working collaboratively with another refugee support worker in this developing area of our work.

As refugee support worker you will become a vital member of our frontline team, helping us to meet our organisational objective to deliver a 'sustainable refugee support programme, enabling refugees to achieve economic wellbeing, safe, healthy and fulfilling lives while providing regular income (through rent) to Boaz.' We currently accommodate 26 refugees in our shared houses, but we hope to increase this number in the months ahead.

As refugee support worker, you will be **responsible for providing support to your own case load of refugees who are accommodated by the Boaz Trust, as well as contributing towards the development of Boaz's model of support work including tenancy training, budgeting, and move on accommodation options.**

You will ensure that from moving in to a Boaz house, our refugee clients have access to all the information and support they need, for example, help to register with a GP, sign up for an ESOL class, find a job or access mainstream benefits as well as to feel equipped and resourced to move on to their own, more permanent housing.

You will need to be well organised and make effective use of time, striking the balance between face to face support, completing case notes and other required documentation, whilst being flexible enough to accommodate changes in plans and priorities.

You will bring your own skills and experience to help us develop the tools and resources we need to provide an excellent level of tailored support to our clients.

We welcome applications from people who have previously worked in this sector, as well as from people who are looking to move into a new area of work and have directly transferable skills and experience.

Job Description

Job Title:	Refugee support worker
Location:	Boaz Trust, Kath Locke Centre, 123 Moss Lane East, Manchester M15 5DD
Salary:	Band 3- £21,836.00 starting, subject to experience (This salary is for full time hours. Salary pro rata for part time role)
Hours of work:	22.5 hours per week, usually worked from Monday- Friday, either 3 full days or 4-5 partial days Occasional evening and weekend work may be required
Holidays:	25 days per annum, plus statutory / bank holidays pro rata
Benefits:	Pension scheme and travel expenses
Responsible to:	Client services manager
Contract length:	Permanent (subject to funding)
Probation period:	3 months

Main purpose of the role:

In accordance with the Christian ethos and values of the Boaz Trust:

- To provide practical and holistic support to refugee clients who are living in Boaz Trust accommodation, in order to support their integration and to work with them so that they are equipped to live independently
- To play a supportive and collaborative role working alongside the wider staff team in our mission, which is to end destitution amongst asylum seekers and refugees, empower people seeking sanctuary and equip churches and others to people seeking sanctuary in their communities and congregations

Specific duties and responsibilities:

1. To manage a case load of refugee clients who are accommodated by the Boaz Trust
2. To work with colleagues to manage the referral process and waiting list for refugee clients. This will include meeting with potential new clients and identifying needs, strengths and any potential risk factors
3. To maintain and update appropriate records ensuring confidentiality and accuracy
4. To manage the "move in" process, ensuring refugee clients have a full understanding of their tenancy, their rights and their responsibilities
5. To ensure that refugees feel safe and comfortable in their accommodation, making regular house visits, and be able to take prompt and appropriate action to address any housing or personal issues that arise

6. To identify the level of support needed by individual clients and as necessary and appropriate to work with refugees to develop and implement a personal independence and integration plan, which may include
 - a. Ensuring they are able to access primary medical care as well as any additional or specialist health care services
 - b. Ensuring refugee clients are accessing local opportunities e.g. education and training
 - c. Ensuring refugee clients are able to manage their finances effectively (including access to bank account, rent payments, budgeting and saving as appropriate)
 - d. Supporting refugees to secure suitable volunteering opportunities and / or paid employment
7. To manage the 'release' process for refugee clients who may need support as they prepare to move on from Boaz. This includes working with clients to access alternative sources of accommodation, advice and support, helping make practical arrangements to move out, and ensuring that written records are appropriately completed and archived
8. To develop ways of effectively monitoring our work with refugee clients (for example through tools such as the Outcomes Star or similar)
9. To develop and maintain positive relationships with other organisations (local and national, statutory and voluntary), attending meetings and other opportunities to develop and promote our work
10. Where appropriate, to provide support to volunteers who may be working in mentoring, befriending or other related roles
11. To work collaboratively with other frontline staff to ensure past, present and potential asylum seeking and refugee clients are dealt with professionally and appropriately
12. To be part of the emergency (out of hours) telephones rota

Role and responsibilities within the daily life and working of the wider team

- To be committed to and supportive of the Boaz Trust's values and ethos
- To participate in daily prayers/team meetings, ideally taking turns to lead
- To work collaboratively and communicate effectively with other Boaz staff and volunteers whenever necessary
- To comply with Boaz Trust policies and procedures
- To participate in the full life of the team which will include sharing in provision of office cover and admin tasks, participating in away days and other times of team reflection, planning and development where appropriate

Specific requirements:

The post-holder will ideally have their own transport, and will be expected to use it in carrying out some of the job duties above. Mileage will be refunded.

Note: This role description is not intended to be an exhaustive list, and it is expected that you will be flexible and willing to participate in duties which are broadly in line with the above

responsibilities. This job description does not form part of the employment contract and we reserve the right to review it with the post-holder as necessary.

Person specification

Job Title: Refugee Support Worker		
Specification	Essential	Desirable
1. Education/ Training	A levels or equivalent qualification	Relevant degree
2. Proven experience	<p>Working with refugees in a paid or voluntary capacity (or demonstrably transferable experience gained working in the wider homeless / housing sector)</p> <p>Effective team-working, maintaining supportive relationships and contributing positively to team formation and function</p> <p>Independent working, using appropriate levels of judgement and initiative</p>	<p>Delivering advice and guidance, particularly in the areas of housing, benefits, training and employment</p> <p>Working in a small charity</p> <p>Working with / facilitating groups of people</p> <p>Supporting clients to access housing through a working knowledge of housing options such as Local Authority, Housing Associations, Bond schemes and private let etc</p> <p>Knowledge of housing legislation i.e. Homelessness Reduction Act 2018</p>
3. Skills and abilities	<p>Confident, accurate and sensitive oral and written communication skills</p> <p>Empowering and participatory working style</p> <p>Time management and ability to manage and prioritise own workload</p> <p>Proficient in the use of Microsoft Word, Excel, email, databases and the internet</p> <p>Problem solving approach to work</p> <p>Understanding of healthy working practices and ability and willingness to use available support systems (e.g. supervision, training)</p>	<p>Understanding of asylum issues in the UK</p> <p>Understanding of the local refugee sector</p>
4. Attributes	<p>Positive 'can-do' attitude</p> <p>Empathetic and patient approach when working with vulnerable people</p> <p>To take pride and have a professional</p>	Practising Christian

Job Title: Refugee Support Worker		
Specification	Essential	Desirable
	<p>approach in your work</p> <p>An open and accepting approach to all, regardless of religion, ethnicity, disability, age, gender or sexuality</p> <p>Entirely empathetic with the Christian values and aims of the Trust</p>	
5. Additional requirements	<p>Willingness to occasionally work outside office hours</p> <p>Ability to work flexibly- showing a willingness to support team members in different areas of our work</p> <p>Clean UK driving license</p>	

Recruitment process

We hope this application pack has helped you understand the role of Refugee Support Worker and decide whether this is a role you'd like to apply for. If you have any unanswered questions please do contact Ros Holland, Chief Exec on jobs@boaztrust.org.uk

If you would like to apply for this job, please complete the Application Form and Equal Opportunities Monitoring form and return to the Boaz Trust for the attention of Ros Holland jobs@boaztrust.org.uk by the closing date (**5pm on Friday 27th April 2018**). **Please note it is especially important that you complete section 7 (Supporting Information) carefully.** All shortlisted candidates will be informed during the week commencing **30th April**, and interviews will be on the **8th and/or 9th May** at the Kath Locke Centre.

Please visit our website to download an Application and Equal Opportunities Monitoring form: boaztrust.org.uk/Job-opportunities/