



Job Description

Post: Irish Resettlement Worker

Salary: £33,524 pa (NJC Scale Range 15-19) inc LW + pensions and other benefits

Hours: 35 hours per week excluding breaks

Hours of working: 08.30 - 16.00

Annual Leave: 34 days per annum including bank/statutory holidays (pro-rata for part time)

Probation Period: 6 months

Period of Notice: 4 weeks

Responsible to: Resettlement Coordinator

It is a requirement for this post that an enhanced DBS disclosure check will be undertaken for the successful candidate

The Passage Community Services

The Passage Resource Centre provides a safe environment for people experiencing, or at risk of homelessness. We provide a support service for those who are seeking to moving away from the streets and for those new to homelessness services. The Passage Resource Centre strives to be a positive engagement space for change and recovery.

We aim to provide the highest quality support to individuals who find themselves sleeping rough or experiencing homelessness in Westminster. The Passage Resource Centre provides a safe and welcoming space for people, whilst working towards a positive outcome to their situation. We focus on developing therapeutic relationships with our service users so they can be fully involved in setting goals and tailoring their support plans, enabling them to overcome negative cycles of behaviour and experiences.

The Resource Centre continues to develop effective engagement by using psychologically and trauma informed ways of working with our service users as we embark on new and innovative ways to support meaningful and lasting recovery.

JOB PURPOSE

The Resettlement Team operate as a core team within The Passage Resource Centre, conducting initial triage assessments with new service users, supporting with the day to day running of the centre and reception area, and carrying a caseload of service users working towards agreed housing goals and objectives. The Irish Resettlement Worker is based within this team, focussing their work on supporting Irish service users.

Resettlement Workers are responsible for:

Managing and coordinating the support and resettlement of service users, ensuring:

- Service users have a safe and welcoming place to access and work towards positive change.
- They are offered practical and personal support in a way that is approachable, engaging, flexible and caring.
- They are supported to make the most of their strengths and to articulate and make progress to achieving their hopes and ambitions.
- They have opportunities to contribute and be involved through co-production, working with the Experts by Experience Facilitator to identify new ways of involving service user voices in the development and delivery of front-line services.
- Working effectively with other statutory and voluntary agencies, and the local community, to support service users in a holistic way.
- Contributing to continual service development & improvement, identifying and utilising referral pathways and building new partnerships to support positive resettlement for service users.
- Delivery of the No Night Out project, accurately assessing and referring eligible service users to ensure that we are working to prevent rough sleeping wherever possible.
- Working in line with The Passage policies and procedures, ensuring that the best possible service is provided to all service users.

The Irish Resettlement Worker will work predominantly with Irish service users to explore solutions and opportunities to resolve their housing situation. They will ensure delivery of a holistic services to Irish service users who present in crisis to The Passage Resource Centre, identifying housing opportunities where appropriate and offering a reconnection service back to Ireland where this has been identified as an appropriate option. They will also ensure that the cultural needs of Irish clients are explored and catered for.

MAIN TASKS

- Conducting skilled triage assessments with service users presenting to the Resource Centre for the first time, identifying immediate needs and providing information, advice & guidance appropriately.
- Conducting thorough assessments in a trauma informed way, to co-produce a clear and effective Resettlement action plan, with SMART objectives.
- Lead Working a caseload of Irish service users towards agreed Resettlement goals, ensuring that work is captured and recorded accurately, having regular communication with service users on caseload, attending case reviews and case conferences as required and working proactively to support service users into accommodation.
- Support with the running of Client Reception and the Resource Centre, in partnership with other Community Service staff, providing a high level of customer service and ensuring a warm and welcoming environment for all.
- Proactively support clients to secure accommodation by signposting to local authority or making referrals to Private Rented Sector (PRS), supported accommodation, and No Night Out (NNO) accommodation or providing reconnection support.
- To work in partnership with our specialist internal services to assist our clients to obtain their welfare, housing, and related rights by employing a detailed knowledge of relevant legislation (e.g. Housing, social care and immigration).
- To work effectively in partnership with external agencies e.g. migrant services in Ireland, using a multi-disciplinary team approach, to achieve the best possible outcomes for our clients. To develop positive partnerships to enable us to offer outreach services with Irish agencies for clients.
- To expertly assess factors which could impact on the safety of clients or colleagues, and to develop a Safety Plan with the client and other services delivering relevant support, communicating these plans in line with organisational requirements.
- To facilitate a weekly Irish Focus Group in the Resource Centre and supervise any Irish volunteers who assist.
- To work on providing reports for the Irish Embassy and other funders as appropriate, in collaboration with fundraising team, and to attend events at the Irish Embassy as required.
- To maximize effective teamwork across teams, supporting colleagues/peers and volunteers in all aspect of their work.
- To ensure accurate and timely record keeping using the In-Form database and ensure all record keeping is kept securely in line with General Data Protection Regulations (GDPR).

GENERAL RESPONSIBILITIES

- In conjunction with your Line Manager to continuously developing the role to ensure that all tasks are being undertaken in an effective and appropriate manner which meets the strategic aims and objectives of The Passage.
- To participate in internal/external meetings as required, and attend training events, conferences, and other functions, as necessary.
- To participate in regular supervision and annual appraisal and help in identifying your own job-related development and training needs.
- To ensure that all Passage policies and procedures are being adhered to, including health and safety and risk management.
- To contribute to the effective implementation of The Passage's Equity, Diversity & Inclusion Policy as it affects both The Passage and its work with vulnerable adults.
- To always undertake your role in a professional manner maintaining a high-quality standard of work, and to always work in accordance with the aims, values and ethos of The Passage¹.
- Undertake any other duties that may be required which are commensurate with the role or organisational requirements.

Note: *The details contained in this Job Description summarise the main expectations of the role at the date it was prepared. It should be understood that the nature of individual roles will evolve and change as service, service users and funders needs change. Consequently, The Passage will revise this Job Description as required in consultation with post holders.*

DISCLOSURE AND BARRING CHECKS

The Passage aims to promote equality of opportunity for all with the right mix of talent, skills and potential. The Passage welcomes applications from diverse candidates. Criminal records will be taken into account for requirement purposes only when the conviction is relevant.

As The Passage meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, all applicants who are offered employment will be subject to a criminal record check from the Disclosure & Barring Service before the appointment is confirmed. This will include details of cautions, reprimands or final warnings, as well as convictions.

Person Specification: **Irish Resettlement Worker**

This person specification sets out the essential abilities and qualities which are required for this post. When completing your supporting statement **please address criteria E1 to E8 and K1 to K6** demonstrating your experience and knowledge in your cover letter.

EXPERIENCE

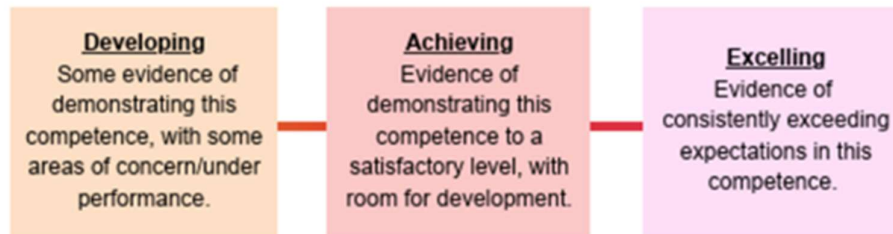
- E1 Experience of working with and assessing the needs of homeless and/or vulnerable people in a support setting.
- E2 Demonstrable understanding of Irish culture, identity, migration experiences and community networks, particularly as they relate to people accessing housing, welfare, health, immigration, addiction, mental health, or resettlement support.
- E3 Knowledge of barriers that Irish people and people of Irish heritage may face when accessing services, including stigma, isolation, distrust of statutory services, complex family/community dynamics, homelessness, substance misuse, mental health needs, and digital or literacy barriers.
- E4 Ability to engage sensitively and effectively with Irish service users and communities, including people who may have experienced exclusion, trauma, discrimination, institutional care, homelessness or long-term disadvantage.
- E5 Experience of support planning and advocacy work on behalf of vulnerable individuals.
- E6 Experience of building and managing relationships with stakeholders and partner agencies.
- E7 Understanding of how to facilitate group work for vulnerable/socially excluded people to develop social networks, build resilience and sustain recovery
- E8 Experience of delivering excellent customer service within in a high-pressure environment.

KNOWLEDGE

- K1 An understanding of the main welfare benefits in the UK and Ireland and how these can be accessed.
- K2 An understanding of the issues involved in supporting individuals experiencing street homelessness, including challenges of reconnection.
- K3 An understanding of Irish culture, identity, migration experiences and community networks, particularly as they relate to people accessing housing, welfare, health, immigration, addiction, mental health, or resettlement support.
- K4 An understanding of the psychologically informed ways of working with service users.
- K5 Ability to engage sensitively and effectively with Irish service users and communities, including people who may have experienced exclusion, trauma, discrimination, institutional care, homelessness or long-term disadvantage.

How we behave at work matters. This Competency Framework sets out the knowledge, skills and behaviours we need to do our jobs well. They give the detail on how we can put our values into action, informing how we work with each other and the people who use our services. We should use our Competency Framework when we recruit new staff and volunteers, appraise performance and when we develop our careers at The Passage.

For each competence, staff should consider whether they are:



1 Values led performance

Our work is reflective of The Passage values:

- Seeing the big picture: We have an in-depth understanding and knowledge of how our role fits with and supports The Passage's objectives and our client's needs.
- Respect for others: We respect, treat and value each person as an individual, and recognise that the views and experiences of people from different backgrounds and with different experiences make us a stronger organisation.
- Effective communication & influence: We show pride and passion for The Passage and the services we deliver. We communicate purpose and direction with clarity, integrity, and enthusiasm.
- Hands on hard work: We are self-motivated, proactive and demonstrate a willingness to get involved and help others whenever possible.

2 Client centred working

We provide quality services to our enable our clients to thrive:

- Excellent customer service: We continuously strive to provide the highest level of customer service within our roles, responding positively to feedback and learning opportunities.
- Commitment to quality services: We are committed to providing excellent services to our clients, colleagues and supporters. We incorporate our core values and our knowledge of good practice into every aspect of our work.
- Making effective decisions: We make informed decisions based on sound judgment, evidence, and knowledge, always prioritising the best interests of The Passage, our clients, and our people. We empower individuals to know when and how to make decisions
- Creative problem solving: We handle complex situations and problems with innovation and creativity

3 Effective professional practice

We reflect on our own practice and the skills that are required to continuously improve.

- Readiness to change: We are curious, positive, agile and resilient, and that's how we deal with change.
- Planning & organising: We think ahead, managing time, priorities and risk. We develop structured and efficient approaches to deliver our work in a timely way and to a high standard.
- Analysis & problem solving: We ensure that we have sufficient evidence to make informed decisions and look outside of traditional solutions when appropriate.
- Continuous professional development: We are aware of our own abilities and areas for growth, as well as those of our colleagues. We are committed to continually learning so that we improve our own performance and inspire others to do the same.

4 Working together

We work positively together, knowing that collaboration and mutual support make us stronger.

- Leadership: We lead and take responsibility within our work areas. We demonstrate pride and passion for our clients, communicating purpose and direction with clarity, integrity, and enthusiasm.
- Collaboration & partnership: We work positively together, knowing that collaboration, partnership and mutual support makes us stronger.
- Reliability and communication: We are reliable and complete work commitments to agreed standards of accuracy, quality and time. We communicate effectively and appropriately, adapting communication styles as required.
- Connection: We behave with authenticity, empathy, & emotional intuition. We respect professional boundaries, and we build positive professional relationships.

