

Arrivals and Social Support Worker Job Description

- **Salary:** £30,000 - £33,000 per annum at 1.0 FTE (or pro rata equivalent if part-time).
- **Working pattern:** This role can be full-time or part-time at 0.8 – 1.0 FTE (30 – 37.5 hours per week). Flexible working requests will be considered.
- **Contract:** Permanent with a 6 months probationary period.
- **Team:** Operations Team
- **Location:** This role can be remote, hybrid, or office based. At a minimum, candidates will be required to work from the London office at least 2 days each month, as well as be able to regularly (at least weekly) travel around the country to meet clients and their families in person. At least 1/3 of the families we support are currently based in London/South East but are dispersed across England and Wales.
- **Reporting to:** International Safeguarding and Protection Manager

Safe Passage International (SPI) is recruiting an **Arrivals and Social Support Worker** to support to continuing and sustainable growth in our ground-breaking work to ensure that safe routes to sanctuary exist for all people seeking asylum, and that the young people and families we work with have dignity and safety on arrival.

This Arrivals and Social Support Worker will work with young people and families to support them in their reunification and arrival to the UK. This legal casework is facilitated by our UK Legal Team and covers a range of geographic regions inside and outside of Europe, including responding to emerging crises such as working to support people fleeing Afghanistan, Ukraine, Sudan and Palestine.

Reunification and resettlement is a difficult process. This role will involve conducting pre-arrival needs assessments, preparing the family for the reunification, and supporting them after they arrive in the UK. The Arrivals and Social Support Worker will also help young people and families transition into their new life, by supporting them with the practical and emotional aspects of resettling in the UK. You will work with the family and professionals and act as a bridge into longer term services and support.

This role will also provide social support on a case-by-case basis for others in vulnerable situations, including family members pre-arrival, as well as to those on our [Young Leaders Programme](#).

This is a challenging and extremely rewarding role for candidates with a good understanding of the challenges young people and refugees face on arrival to the UK.

We are looking for candidates with strong social support skills, as detailed in the Person Specification. Experience in a similar role would be welcome, **but this could also be your first paid position in the charity sector, or you could be returning to work after time out.** This position will have a dedicated training budget and you will be supported to grow and develop within your role.

We value equity and diversity in our organisation and are striving to build a workforce reflective of the communities we work with. We encourage applications from people of all ethnicities, working ages, genders, sex, sexual orientations, faiths (or non), marital statuses (or non) and pregnancy status. We also have full flexible working policies to support people with disabilities and caring responsibilities. **People with refugee or asylum-seeking backgrounds are experts by experience and are particularly encouraged to apply.**

As a refugee charity, we offer a guaranteed interview for people with direct lived experience of seeking asylum who meet most of the essential criteria outlined in the Person Specification. If you have first-hand experience of applying for asylum in any country, please let us know in your application.

We respect that people's identities is not defined by their past experiences and do not expect candidates to describe their lived experience during the interview process unless they wish to.

If you are excited by this role and working at Safe Passage but do not have all the experience you think is needed, we would encourage you to apply anyway and reach out for an informal chat beforehand to discuss why you would like to apply for the role and what skills or experiences you think are relevant.

If you would like to arrange this, please contact, Phil, our International Safeguarding and Protection Manager, on phil@safepassage.org.uk

Key responsibilities

Provide social support to enable Safe Passage International to work effectively, to continue growth in our ground-breaking work to facilitate safe routes to sanctuary for people seeking asylum and defend the right to seek protection.

- Work closely with the UK legal team and International Safeguarding and Protection Manager to conduct pre-arrival needs assessments for clients who have been granted acceptance to the UK .
- Prepare the client's family for reunification in the UK, including practical, social, and emotional support, and work with the UK Legal team to tailor support based on knowledge gathered throughout the application process.
- Provide practical, social and emotional support to children and families post-reunification for a period of up to six months. This will include home visits to children and families.
- Support children and families accessing longer-term statutory and non-statutory support they require after the six months period, including healthcare, education, benefits, asylum lawyers etc.
- Work with the International Safeguarding and Protection Manager, the UK legal team and others to support the welfare of children and families and those on the young leaders programme; and manage any safeguarding issues which may emerge in line with SPI's safeguarding policy and procedures and the do no harm principle.
- Regularly travel for home visits and arrivals at airports and train stations across the UK. We anticipate home and airport visits to take place at least every two weeks, but this is subject to caseloads of the legal team. Travel expenses for on-the-job expenses will be provided.
- Support the organisation as it expands and develops new casework streams, working with clients from diverse nationalities and in new locations.
- Build and maintain good working relationships with relevant partners including statutory agencies, youth organisations and community groups to increase positive outcomes for newly arrived young people and families.
- Ensure good management of arrival cases from start to finish, including mapping of referrals, monitoring of the situation, and escalation if any concerns are identified.
- Ensure good project coordination processes are in place to support the effective running of the arrivals programme, including action plans, templates and reporting.

Be an effective, active member of the organisation

- Adhere to SPI's safeguarding policies and procedures at all times.
- Contribute to SPI's Monitoring, Evaluation, Accountability and Learning framework as required.
- Ensure all actions undertaken comply with the current General Data Protection Regulations (GDPR 2018) and maintain strict confidentiality at all times.
- Participate in regular team meetings and check-ins with the Operations and UK Legal Teams.
- Prioritise and manage your workload effectively, using initiative and problem-solving skills to handle competing demands.
- Support wider team activities, including participating in organisation-wide and meetings and strategy planning where appropriate; attending Safe Passage events; covering for absent/busy colleagues where appropriate.

Person Specification

Essential skills and abilities:

We would expect candidates to meet most of the criteria listed below. We have indicated if each criterion will be tested during the application or the interview.

1.	Experience or a good understanding of working with children and families, particularly children in migration and those in vulnerable situations, including experience of managing child safeguarding concerns and providing them with holistic support.	<i>Application question 1 & 2</i>
2.	Experience working with or within, or a good understanding of statutory social services, child safeguarding systems and the UK asylum system.	<i>Application question 3</i>
3.	Strong interpersonal skills and the ability to establish good working relationships with young people and families in challenging circumstances and from diverse cultures or backgrounds.	<i>Application question 4</i>
4.	A commitment and ability to directly provide holistic support to children and families to promote their safety and wellbeing.	<i>Application question 5</i>
5.	Effective written communication skills, including ability to write assessments or referrals that convey complex information in an accessible and accurate written form.	<i>Task and interview</i>
6.	Good organisational and time management skills, including the ability to work independently in a fast-paced work setting, prioritise tasks, and adjust plans in response to external opportunities.	<i>Interview</i>
7.	A willingness and ability to work flexibly and regularly travel around the UK to visit children and families.	<i>Interview</i>
8.	A commitment to Safe Passage International's mission and values.	<i>Interview</i>

Desired skills and abilities:

These are the 'nice to haves' – you may reference this experience in your application too.

- Lived experience of seeking asylum.
- Access to a car and holding a valid UK driver's licence is desirable for being able to traveling around the UK.
- Working, volunteering or other involvement in providing social support for refugees, people in migration or other families in vulnerable situations.
- Experience of working with children and young people in vulnerable circumstances, or youth-related work.
- Experience working or volunteering in diverse and cross-cultural environments.
- Proficiency in I.T. with working knowledge of Office 365.
- Fluency in French, Greek or any language of refugee communities including Arabic, Dari, Pashto, Somali, Amharic, Tigrinya, Urdu, Ukrainian.

Other requirements:

- A strong commitment to and understanding of anti-racist practices and values
- You must already have the full right to work in the UK as Safe Passage is unfortunately unable to sponsor work visas
- An enhanced/basic DBS check is required for this role.
- Safe Passage is committed to ensuring safer recruitment practices and participates in the [Inter-Agency Misconduct Disclosure Scheme](#). We request consent from successful candidates to approach each of their employers from the last five years to ask for a Statement of Conduct. All job offers at Safe Passage are made subject to receipt of satisfactory references and Statements of Conduct.
- In line with this Scheme, we will request information from job applicants' previous employers about any findings of sexual exploitation, sexual abuse and/or sexual harassment during employment, or incidents under investigation when the applicant left employment. By submitting an application, the job applicant confirms their understanding of these recruitment procedures.
- In accordance with our Expense Policy at SPI, if you use your own vehicle for business purposes, we will reimburse you for mileage and the difference to business insurance. Your vehicle must be insured for business use, and the company will cover the additional cost.

How do I apply?

To apply, please visit: our ['How to apply guidance'](#)

Closing date: Sunday 13th October at 11.59 pm