



RAIS Lancaster
Refugee Advocacy, Information and Support

Senior Support Worker (Part -time)

Recruitment Pack

Contains information about RAIS Lancaster, our values, the
Job Description and the Person Specification

The Basics

Job Title: Senior Support Worker

Location: Lancaster

Reports to: Trustee Line Manager

Salary: £27,000 pro rata (based on 37 hour FTE)

Hours: 16 per week (open to discussions for 50/50 job share for the right candidates)

The Organisation

RAIS Lancaster is a charity founded in 2017 to offer advocacy, information, and support to refugees and asylum seekers in our area. We are volunteer-led, with a small staff team of two currently. We currently offer five drop-ins a week for asylum seekers and refugees, in collaboration with partner organisations, in Lancaster and Morecambe. Each drop-in is staffed by paid and voluntary workers. We also conduct support work for asylum seekers and refugees facing more complex issues in one-to-one appointments in our office at the Cornerstone in Lancaster, and accompany clients to appointments where appropriate to offer support and advocacy.

RAIS was recently awarded a substantial grant from the National Lottery Community Fund to continue our work for the next three years. As the needs of asylum seekers and refugees in our area change, we adapt and develop our work to support those we work with. We are expecting to soon be registered with the OISC and for our Operations Manager to become qualified to give legal advice to asylum seekers, and require a new member of staff to run some of our drop-ins and have appointments with refugees.

“I always believed that after the rain it was good weather, and as long as there is life there is always hope. These were my sources of motivation. Your support and your encouragement also stop me from crying even if I have the reason to do so”

From a client after being successfully appealing an asylum decision and being granted Refugee Status

Our Values

For all working at RAIS, paid or as a volunteer, we operate with these values in all of our work:

Inclusive - We aim to work with refugees and those seeking asylum. We are working hard to offer an equal voice and opportunities

Solidarity - We work from a place of solidarity with those we support

Collaborative - We work with each other and those we come into contact with in harmony

Respectful - We are respectful of all those that we work with. We treat everyone; clients, volunteers, colleagues, partners and other organisations that we interact with respect, understanding and professionalism

Overall Role Purpose

To support refugees as they accustom themselves to living and working in the UK. To offer information and support services to refugees and asylum seekers living in Morecambe and Lancaster.

RAIS is looking for a competent person to complete support work with refugees and run drop-ins. The job entails welcoming clients, volunteers and colleagues into our various venues in Lancaster and Morecambe. Your work here will be front-facing plus ensuring that administrative needs are met. You will support access for refugees to find accommodation, health services and entitled benefits. The role will involve having appointments with refugees requiring longer-term support, reacting to enquiries, and running drop-ins with a team of volunteers, while ensuring confidentiality and record-keeping are maintained.

“I just got my Leave to Remain. Thank you very much for your help. This all happened just because of your help; I really appreciate it. I am really thankful to all of you at RAIS”



Job Description & Person Specification

Job Description & Responsibilities

1. To have one-to-one appointments with/accompanying refugees requiring support beyond drop-ins in areas such as: housing, job applications, benefits applications, family reunion matters, healthcare advocacy, and further education/training for refugees and their children.
 2. To run drop-in sessions for RAIS clients in three possible locations in Lancaster and Morecambe.
 3. To complete follow-up support work arising from drop-ins in the office.
 4. To coordinate volunteers in drop-ins to ensure that RAIS Lancaster offers an excellent service to its clients and meets a complex range of needs ranging from legal referrals, destitution support to information regarding accommodation, health and benefits.
 5. Advocate and represent clients as appropriate (in line with provided training)
 6. Manage referrals to other organisations and encourage supportive relationships with partners and external providers to ensure that clients' needs are being met.
 7. Respond to enquiries and book in appointments in a timely and appropriate manner
 8. Record, monitor and evaluate work as instructed.
 9. Observe all RAIS Lancaster policies and protocols, including safeguarding, confidentiality and privacy policies.
 10. Prepare for and attend supervision meetings with your line manager
 11. Undertake any other duties consistent with the overall purpose of the role and the charity as directed by your manager.
- Training and development will be provided. There is some flexibility in working hours. The job holder must attend agreed upon session times and fit in with office availability.

“When people reach the UK, the struggle isn’t over.”

-Right to Remain

Person Specification

Please read through the Person Specification carefully and provide evidence of as many suitable qualifications, experiences, and skills that you have in your covering letter.

Qualifications	Experience of paid/voluntary work, or recent professional training, in a relevant subject area e.g. benefits, immigration or housing	Essential
Experience	Experience of delivering advocacy and/or support services to vulnerable adults	Essential
	Experience of one-to-one work with clients in a relevant area	Essential
	Experience of working with refugees and asylum seekers	<i>Desirable</i>
	Experience of working in the voluntary sector	<i>Desirable</i>
	Lived experience of the asylum system or forced migration	<i>Desirable</i>
Skills & Competencies	Excellent and sensitive communication with both individuals and organisations at different levels	Essential
	Excellent organisational skills: Ability to manage a wide-ranging workload, prioritise tasks, using effective time and workload management skills	Essential
	Calm when under pressure: Ability to act compassionately and effectively in urgent situations	Essential
	Experience of using email, word processing, and search engines within an organization	Essential
	Strong empathy towards, and understanding of, the experiences of refugees and asylum seekers in the UK	Essential
	Relationship-building: able to connect with individuals and build relationships well with other organisations	Essential
	Knowledge of safeguarding	Essential
	Commitment to the principles of equality, diversity, and inclusion: recognises role of race, gender, and other identities in shaping inequalities and is driven to improve conditions, and proactively learns regarding race, equity and inclusion	Essential
	Committed to healthy working cultures: committed to working in ways which bring people together and contributing to a culture of mutual support	Essential
	Knowledge of one or more community languages, including: Kurdish Sorani, Farsi, Arabic, Pashto, Tigrinya, or Amharic	<i>Desirable</i>



Application Process

Apply through the Charity Job website. **Please send your CV with a covering letter (no more than 2 pages), and complete the Equal Opportunities Monitoring Form,**

The deadline for applications is **5pm on 13th December 2024.**

Your covering letter should be tailored to the Person Specification, highlighting how your skills, abilities, and experience match the requirements of the advertised position. **Applications will be assessed according to the Person Specification** and candidates will be shortlisted based on their ability to demonstrate the essential criteria.

Shortlisted candidates will be invited to an in-person interview at our office in Lancaster in the first two weeks of January (dates TBC).

We welcome applications from all who feel they have the passion, experience and skill needed for the role, and encourage applications from those with lived experience

If you are having any issues applying or have questions about the advertised role, please contact kirsty@rais.org.uk for assistance.

We look forward to hearing from you!

More Information on RAIS

Please check out our website (a website revamp is coming!):
<https://rais.org.uk/>

To see what we are getting up to recently, please check out our Facebook: <https://www.facebook.com/raislancaaster/>

We also have a new monthly radio programme with Beyond Radio (third Thursday of the month at 8pm) that you are invited to listen to. We chat to some of the local refugees and asylum seekers about their experiences of migrating, their cultures, and their lives in the UK. It is transformed post-airing into a podcast also:

