

Job Description

POST TITLE:	Support Worker - Welcome Hackney
DIRECTORATE:	Adults, Health and Integration
SERVICE:	Refugee, Migrant and Asylum Seeker Service
GRADE:	SO2
LOCATION:	Within the London Borough of Hackney
RESPONSIBLE TO:	Team Leader
RESPONSIBLE FOR:	n/a

PURPOSE OF THE JOB

To provide direct support and casework to refugees, migrants and/or asylum seekers in Hackney, using a trauma-informed and strengths-based approach. Support will range from one-to-one meetings with service-users, running workshops for groups of service-users, and working with partners to ensure smooth access to services. Support is focussed on creating a welcoming environment for refugees, migrants and asylum seekers in Hackney, by offering support through:

1. Information advice and guidance
2. Casework and advocacy
3. Integration support
4. Partnership working

Specialisms in a particular area, such as housing, domestic abuse, mental health etc, are welcomed.

MAIN AREAS OF RESPONSIBILITY

1. Information advice and guidance:

- Provide information, advice, advocacy and guidance across a range of issues, including (but not limited to) welfare benefits, housing, health

and wellbeing services, education, English language provision and employment.

- Work with partners to create a list/database of services suitable for refugees, migrants / asylum seekers, and keep the database up to date with active partners.
- Make referrals to services, both statutory and third sector, where appropriate, ensuring end to end referral (beyond signposting) ensuring service users are accessing the services recommended.
- Run workshops/ group sessions to raise awareness of topics such as housing, mental health support, employment etc.

2. Casework and advocacy

- Complete assessment of needs for service-users and create personalised support plans/ action plans where appropriate.
- Attend appointments, make phone calls, write emails and advocate for service-users where needed to ensure they are receiving support.
- Work with service users to overcome barriers faced, such as child care, language barriers, cultural differences, mental wellbeing barriers etc.
- Complex cases - work with the team manager to problem solve complex cases which may involve responding to emergency situations, navigating complex situations and resolving problems. Work with partners, colleagues and the service users resolved issues.
- Safeguarding - work with team manager to navigate safeguarding concerns. Use council safeguarding processes and procedures to alert relevant safeguarding teams of disclosures, concerns or incidents. Ensure safeguarding protocols are followed at all times.

3. Integration Support

- Use a strengths-based approach to support service-users towards independence, resilience and integration including support with social integration, housing/move-on support into sustainable housing, support into work/employment etc.
- Conduct integration support through one-to-one meetings with service users, referrals, phone calls, emails and personalised support plans/integration plans where appropriate.
- Deliver, run or attend events to support refugee/migrant/asylum seeker integration and/or welcome.

4. Partnership Working

- Create referral partners - build relationships to successfully refer service users to services offered by partners.
- Build partnerships with the aim of creating smooth, easy to navigate systems for Refugees, Migrants and Asylum Seekers in Hackney. Take a systems-led approach.
- Work with partner organisations to help them identify how they can

work with refugees/migrants/asylum seekers.

- Create strong trusting relationships with external partners to enable improvements to service delivery and/or improving systems to access services.
- Pro-actively liaise with other council departments to ensure service users have access to services and a welcoming experience. Work with departments to support them to improve services to reach and support refugees, migrants and/or asylum seekers.
- Support partners proactively by sharing best practice.

5. Communication, monitoring and learning

- Foster a positive team-work environment across the service to ensure smooth running of the team.
- Attend team meetings and actively contribute and participate to shared team goals.
- Share best practice with colleagues.
- Communicate in a confident and professional manner that is in line with established policies, practices and priorities of the Council and maintains and enhances its credibility.
- Deal with all day-to-day correspondence and telephone calls in line with service standards. To provide written responses to enquiries for councillors, senior managers, and MP's and ensure that responses are provided within agreed timescales.
- To provide ongoing monitoring information for performance scrutiny to the Team Manager
- To record data accurately and contribute to the development, maintenance and monitoring of systems, registers, records and databases for the efficient storage and retrieval of data.
- Identify, establish and maintain relevant information and systems to ensure the smooth running of the service.
- Actively consider new and innovative ways of doing things, recognising and promoting the positive benefits of change to improve services and achieve goals.

6. Other duties:

- Manage work priorities and set objectives and deadlines
- Ensure risk assessment and lone working procedures are prioritised.
- Keep abreast of national and policy changes and advise on ways to deliver service improvements in the various service areas
- Be aware of the organisational context and commitment to the Council's organisational values and beliefs.
- Undertake any duties appropriate to the job grade and consistent with the scope of the role, when required by their manager.
- At all times carry out responsibilities/duties within the framework of the Council's Equal Opportunities, Health and Safety and HR policies.

- Ensure all the services within the area(s) or responsibility are provided in accordance with the Council's commitment to high quality service provision to users.

Approach

- **Trauma informed:** Ensure that work with refugees/migrants and/or asylum seekers is conducted in a trauma-informed way, ensuring you are familiar with the key concepts of a trauma-informed approach and apply trauma-informed training into practice.
- **Confidentiality:** ensure the strictest level of confidentiality, and ensure it your ethical duty to protect the confidentiality of service-users. All information must be private both within and outside the council, and should never be shared beyond the scope of the purpose for which it is required.
- **Person centred/ Service-user led:** ensure that the needs of refugee/migrants and asylum seeking guests are at the forefront of your work, and that you prioritise their needs.
- **Equal Opportunities:** Deliver the overall service in a manner that promotes equality of opportunity and collaborative working within staff teams, delivering in a non discriminatory and anti-racist way to promote greater equity for disadvantaged groups.
- **Boundaries:** recognise boundaries of the support worker role for example, contact with guests/service-users is through work devices and not outside of work, and that professional boundaries are maintained at all times.

NB: All employees are expected to adhere to the Council's Diversity & Equality and Health and Safety Policies

Person Specification

EXPERIENCE

The ideal post holder will have experience of:

- Working with refugees, migrants and/or asylum seekers, and an understanding of the challenges faced.
- Providing information, advice and guidance to service users.
- Providing advocacy for vulnerable adults.
- Working with people with trauma and complex needs
- Working with safeguarding systems and processes, and recognising risk.
- Dealing with highly sensitive and confidential issues in accordance with corporate and Directorate standards and in line with legislation.
- Building good relationships with a number of stakeholders across multiple organisations.
- Customer service; dealing with people on the telephone and in person, including English language learners.

SKILLS & ABILITIES

The ideal post holder will demonstrate their ability to:

- Use advocacy skills to speak on behalf of refugees, migrants or asylum seekers, ensuring an understanding of their goals and speaking only to those goals, without adding personal interpretation.
- Offer information advice and guidance in an impartial way, ensuring information is accurate and clear for English language learners.
- Be flexible and adaptable in your approach, working with changing situations and complex cases.
- Ensure professional boundaries and good self care are maintained, whilst working in a frontline role.
- Ability to deliver in a person-centred manner, using trauma-informed practice, and ensuring an anti-racist approach.
- Keep clear and detailed records.
- Deliver workshops/ group sessions for service users.
- Manage time through effective work plans, setting priorities, meeting deadlines and prioritising conflicting demands.
- Make rational, balanced judgements based on a range of information.
- Work with a number of partners and build strong relationships with both internal and external stakeholders, managers, commissioners and staff.
- Use your own initiative to be proactive and work independently to ensure tasks are completed on time and to the required standard.
- Ability to work with interpreters and translation services.
- Ability to look positively for solutions rather than obstacles.
- Use a range of IT applications such as Word, Excel, Outlook, Visio and Powerpoint or the google equivalent.
- Willingness to work flexible hours, evenings/ weekends with notice.

KNOWLEDGE

The ideal post holder will have:

- An awareness of statutory rights and services available to refugees, migrants and asylum seekers.
- Should have knowledge in the area of confidentiality, GDPR and health and safety practices such as risk assessments, lone working etc.
- Knowledge of trauma-informed practice.
- Knowledge of the available services within Hackney - both internally in the Council, health sector and voluntary sector.
- An understanding of the housing crisis and the aim to prevent homelessness.

NB: All employees are expected to adhere to the Council's Diversity & Equality and Health and Safety Policies.