



KING'S ARMS PROJECT

Support Worker – Refugee & Migrant Services

King's Arms Project has been working with the homeless and disadvantaged in Bedfordshire since 1989. Our Christian identity underpins everything that we do. Motivated by our faith, we are committed to following the teaching and example of Jesus Christ in his identification with those who are poor, vulnerable or forgotten.

We believe:

- There is no such thing as a hopeless case.
- People belong in community.
- People deserve opportunity.
- God is good.

We will:

- Prioritise God.
- Get there together.
- Be part of the solution.

SUMMARY OF POST

Our team of support workers serves refugees and migrants, working alongside interpreters, our ESOL team and volunteers to meet clients' needs as directed by the Support Team Leader. The post is based at our offices in Bedford but will involve some local travel to deliver support at drop-ins and home appointments. Our team deliver a number of services, including:

- Providing vulnerable migrants with high quality information and advice, empowering them to make well-informed choices.
- Welcoming and providing holistic integration support to refugee families resettled by the UNHCR, empowering them to live independently with less support as time goes on.

- Providing supported accommodation for refused asylum seekers.

King's Arms Project respects individuals of all faiths and none. This post carries a genuine occupational requirement (GOR) that the post-holder be a practising Christian.

Role reports to: Support Team Leader.

Key internal relations: Support Workers, Refugee & Migrant Services Manager, ESOL Team, Accommodation Team, Pathways to Employment Team.

Key external relations: Central Bedfordshire Council, EELGA, Home Office, OISC, Bedford Borough Council, BRASS, British Red Cross.

This role may require working occasional evenings and weekends.

MAIN DUTIES & RESPONSIBILITIES

- Building trust and maintaining positive working relationships with all clients, external agencies and other areas of KAP.
- Systematic recording of all notes and actions related to client support, maintaining up-to-date risk assessments and support plans using our case management system.
- Fulfilling funders' & commissioners' reporting requirements; generating statistics, case studies and keeping detailed records.
- Preparing suitable accommodation for clients.
- Meeting resettled families at the airport and bringing them to their new homes.
- Ensuring clients understand their rights and responsibilities regarding their accommodation, supporting them to fulfil these.
- Supporting clients through advocacy to access; health & wellbeing services, welfare benefits, housing, immigration advice, community events, education, training, volunteering and paid work.

- Assisting resettled families' children to access education and ensuring appropriate support is in place for them.
- Provide advice and support to resettled families through home appointments in Central Bedfordshire.
- Provide advice and support at drop-ins including; Bedford, Milton Keynes and Luton.

ADDITIONAL DUTIES & RESPONSIBILITIES

- Maintaining working practices that reflect the overall ethos and vision of KAP, including following our policies, procedures and code of conduct.
- Respecting and supporting the whole KAP staff team, contractors and volunteers.
- Taking responsibility for your own workload and your own personal development.
- To actively participate in supervision sessions (1-2-1s, team meetings and annual reviews).
- Attending and being involved in team meetings, training, prayer / worship times and social activities, as well as all personal development meetings, including supervisions and mentor sessions.
- In addition to the duties set out in this job description the post holder may at times be required to undertake additional or other duties to meet the needs of King's Arms Project.

PERSONAL QUALITIES

The Support Worker role is especially suited for someone who fits the following description:

Experience and knowledge of:	Essential:	Desirable:
The issues facing refugees, asylum seekers and vulnerable migrants.	✓	
The importance of maintaining professional boundaries when supporting vulnerable people.	✓	
Working in a casework environment.	✓	
A strong working knowledge of navigating the welfare benefits system.	✓	
Thorough understanding of risk assessment / management.	✓	
Experience of challenging decisions in order to advocate for clients.	✓	
Experience of working with people from other cultures, strong cross-cultural awareness.		✓
Working with people who have experienced trauma.		✓
Experience of assisting clients to manage their Universal Credit accounts and fulfil their commitments.		✓
Experience of working with interpreters and those speaking English as a second language.		✓
Experience of supporting refugees, asylum seekers and vulnerable migrants.		✓
Experience of using client databases.		✓
Fluent in either; Arabic, French, Farsi, Tigrinya, Amharic, Kurdish, Hindi, Bengali, Punjabi or Mandarin.		✓
Lived experience of UK immigration system or UK asylum system.		✓
Qualifications:	Essential:	Desirable:
Willing and able to study for OISC Level 1 Immigration (full training and support will be provided) or already accredited.	✓	
Skills:	Essential:	Desirable:
Ability to empathise with people, demonstrating care and compassion.	✓	
Supportive team player committed to the unity of the team.	✓	
Strong IT skills including; Gmail, Google Calendar, Microsoft Excel.	✓	
Skilled in de-escalation and conflict resolution.	✓	

Skills:	Essential:	Desirable:
Initiative and creativity in finding solutions to complex issues.	✓	
Ability to manage a caseload autonomously, prioritise and plan work to meet deadlines.	✓	
Ability to work to a high standard with excellent attention to detail.	✓	
Efficient and productive when undertaking casework.	✓	
Co-operative approach to working with other organisations / government departments to maintain strong, positive partnerships.	✓	
Excellent administrative skills.	✓	
Excellent interpersonal skills.	✓	
Excellent written and verbal communication skills.	✓	
Ability to build relationships with people from a wide variety of backgrounds based on a desire to serve others.	✓	
Excellent cross-cultural communication skills.		✓
Ability to provide cross-cultural advice to aid clients' integration into UK society.		✓
General:	Essential:	Desirable:
A passion for supporting refugees, asylum seekers and vulnerable migrants.	✓	
Ability to maintain a healthy work / life balance.	✓	
Hold a full, clean driving licence with insurance for business use.	✓	
Be positive, patient, resilient, enthusiastic and adaptable under pressure.	✓	
Be committed to equality and diversity.	✓	
Be a committed Christian who is passionate about Jesus.	✓	
Maintain a reasonable fitness level to carry out manual handling from time to time (i.e. moving and assembling flat-pack furniture).		✓
Maintain and observe health and safety policies and procedures.	✓	
Commitment to safeguarding vulnerable groups.	✓	
Willingness to develop within the job and undergo relevant training.	✓	
Ability to work flexible hours including evenings and weekends if required.	✓	
Willingness to be part of the on-call rota team covering evenings and weekends (unless exempted by caring responsibilities).	✓	

This post would require a DBS check and the taking up of two references.

PERSONAL DEVELOPMENT

As part of King's Arms Project, it is our desire to invest in you personally with prayer and opportunity. We do so through mentoring, supervisions, and on-going training. It is assumed that you will cultivate a healthy and regular prayer life and bible study as part of your personal development.

Mentoring

The main aim of mentoring is for staff members to gain support from someone outside their normal working environment. This provides opportunity every 4-6 weeks to address emotional and spiritual health as well as to talk about personal issues that may arise.

Supervision

One-to-one staff supervisions are completed every 4-6 weeks in order to give opportunity to talk through successes, challenges, development/training needs, and other work-related issues as they arise.

Training

Regular on-going training is provided within work hours in the following contexts: Project-wide training, team meetings, suggested reading and opportunities for regular professional training.