

Refugee & Migrant Services – Employability Specialist

The King's Arms Project was started over 30 years ago as a response to seeing people sleeping rough on the streets of Bedford. Founded on the Biblical mandate for social justice, we have grown into a charity which works with the local community and National Government. We provide professional advice, innovative solutions and person-centred care to those at risk of homelessness and social isolation.

Our Vision

Every person thriving in a place they call home, living a fulfilling life in community.

Our Mission

To tackle homelessness, displacement and social isolation by:

- Providing opportunities for people to thrive and have a home.
- Connecting people into meaningful communities.
- Demonstrating the love of God.
- Advocating for Justice.

Our Values

Hope – We believe there is hope for everyone, always.

Community – We all thrive when we are connected in community.

God is Good – We depend on God and His goodness for everything we do.

Learning & Excellence – By seeking to learn, listen and grow we are better able to achieve excellence in all that we do.

King's Arms Project respects individuals of all faiths and none.

JOB DESCRIPTION

Hours: 16–24 hours per week (2 days or 3 days)

Contract type: 1 Year Fixed Term

Salary: £27,540.00 Pro rata

Benefits: Pension Scheme, Life Insurance, Employee Discount App

Accountable to: Casework Team Manager (Refugee & Migrant Services)

Line Manager: Casework Team Manager (Refugee & Migrant Services)

Holiday: 25 days pro rata + bank holidays

SUMMARY OF POST

Key internal relations: R&MS Caseworkers, Casework Team Manager, Head of R&MS, ESOL Team, Accommodation Team, Pathways Team.

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

The Employability Specialist will join the Refugee & Migrant Services Team, who deliver both casework support and ESOL classes.

This is an exciting opportunity for improving employment opportunities for resettled refugees.

Working with a case load of settled refugees who are employment and learning ready, you will actively support their journey into employment. This may include one-one, group work and advocacy.

You will also draw on your ability to form positive relationships to build a network of employment and learning opportunities

MAIN DUTIES AND 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.
- Conducting one-to-one and group employability sessions in KAP's offices, clients' homes and community locations across Bedford and Central Bedfordshire.
- Developing action plans with clients providing clear steps on how employment goals will be achieved.
- Preparing enhanced CVs with each client and helping them to update it as required.
- Assisting clients to write job applications and cover letters.
- Building relationships with employers, recruitment agencies, training and education providers.
- Sourcing vocational training courses, volunteer and work placements
- Providing specialist advice to people looking to work in specific sectors such health, finance and education.
- Supporting the process of converting foreign qualifications to UK equivalents (via ECCTIS)
- Contribute to the development of innovative employability programmes and resources.
- Supporting and guiding clients in the process of applying for jobs.
- Delivering employability workshops to clients.

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, and social activities, as well as all personal development meetings, including supervisions.
- 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.
- This role may require working occasional evenings and weekends.

PERSONAL QUALITIES

The Caseworker role is especially suited to someone who fits the following description:

| Experience and knowledge of: | Essential: | Desirable: |
|---|-------------------|-------------------|
| The issues facing refugees, people seeking asylum and vulnerable migrants. | | ✓ |
| Experience of supporting people into employment, education and training. | ✓ | |
| The challenges faced by unemployed people, particularly those whose first language is not English. | ✓ | |
| Supporting, motivating, and advising participants with complex and/or multiple barriers in to sustained employment | ✓ | |
| Experience of proactively engaging with employers to source, create or tailor employment and training opportunities | ✓ | |
| Knowledge of the local labour market | ✓ | |
| Proven experience within employability, career advice, coaching or a related field | ✓ | |
| Experience of working with people from other cultures, strong cross-cultural awareness. | | ✓ |
| Experience of working with interpreters and those speaking English as a second language. | | ✓ |
| Experience of supporting refugees, people seeking asylum and vulnerable migrants. | | ✓ |
| The importance of maintaining professional boundaries when supporting vulnerable people. | ✓ | |
| Fluent in either: Arabic, Dari, Pashto or Farsi. | | ✓ |
| Qualifications: | Essential: | Desirable: |
| Level 3 NVQ (IAG) or equivalent | | ✓ |
| Level 4 NVQ (IAG) or equivalent | | ✓ |
| Skills: | Essential: | Desirable: |

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| Ability to motivate and inspire individuals from diverse backgrounds | ✓ | |
| Supportive team player committed to the unity of the team. | ✓ | |
| Strong IT skills including; Microsoft Teams, Microsoft Excel and Word | ✓ | |
| 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. | ✓ | |
| Ability to assist clients in CV preparation, applications and interview preparation.. | ✓ | |
| Co-operative approach to working with other organisations / government departments to maintain strong, positive partnerships. | ✓ | |
| Excellent administrative skills. | ✓ | |
| Ability to keep accurate records including client development logs. | ✓ | |
| 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. | | ✓ |
| A passion for supporting refugees. | ✓ | |
| 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 committed to KAP's vision, mission and values | ✓ | |
| Skills: | Essential: | Desirable: |
| Maintain and observe health and safety policies and procedures. | ✓ | |

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| Commitment to safeguarding vulnerable groups. | ✓ | |
| Willingness to develop within the job and undergo relevant training. | ✓ | |

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

PERSONAL DEVELOPMENT

As part of the King's Arms Project, it is our desire to invest in you personally with encouragement and opportunity. We do so through supervisions, and on-going training.

Supervision

One-to-one staff supervisions are completed every 4-6 weeks 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.