

Refugee Integration Support Worker (NE RISE)

Open Door North East is an award winning, ambitious, growing charity supporting refugees in the Tees Valley (Middlesbrough, Stockton on Tees, Redcar and Cleveland, Hartlepool and Darlington). Due to being awarded a significant contract (see details below) we are looking for support workers with experience in supporting refugees. Add in your experience of working within the housing sector or with vulnerable adults and you'll be ready to make a real impact in supporting new refugees to successfully integrate into an independent life in the UK. In return Open Door North East can provide you with an opportunity to be part of a small, committed, growing team on a nationally significant programme. If you are interested in this post read on and you will find the following information in this pack;

- What the role involves and the person we're looking for
- Who we are and what it's like to work at ODNE
- How to apply and when the interviews will be



About the NE RISE Project

NE RISE (North East Refugee Integration Support and Employment) is an innovative new partnership between the Home Office, NEMP (North East Migration Partnership), Local Authorities, charities supporting refugees and Bridges Outcomes Partnership. The aim is to improve employment, housing and wider integration outcomes for refugees in the North East region. Starting in November 2021, Open Door North East will deliver housing and integration support to newly recognised refugees across the Tees Valley.

About Open Door North East

Open Door North East (ODNE) is a growing charity whose ambition is to alleviate and eliminate the devastating and complex effects of destitution and homelessness experienced by asylum seekers, refugees and other migrants in the Tees Valley. We are committed to supporting our service users to achieve their full potential by empowering them to find ways to thrive in the UK.

ODNE offers newly recognised refugees a supportive first tenancy with the associated casework and guidance needed to enable them to move on from Home Office accommodation, without experiencing homelessness and destitution. Our team helps refugees develop the skills they

need to manage their new responsibilities and make the most of the opportunities of living in the U.K.

Open Door North East is much more than a housing provider. We believe this is a first step for people who have sought sanctuary in the UK, but compassionate, supportive relationships and effective casework are at the heart of who we are and what we do.

By working in partnership with STEP advisors, local authorities and other charities in the North East, we seek to ensure that newly recognised refugees have the intensive support they need to integrate into their life in the UK.

Our Mission

To support those seeking sanctuary to move out of poverty and destitution and be empowered to achieve their full potential.

Our Vision

Hope, Justice, Mercy and Dignity for those seeking sanctuary.



Our Values

- Hospitality - *Offering welcome and support to all seeking our help.*
- Compassion - *Showing grace and love to others.*
- Working Together - *Building community through valuing others.*
- Dignity - *Honouring and respecting the unique worth of every person.*
- Excellence - *Being the best we can be, with integrity, in all our work.*
- Inclusivity - *Serving our clients irrespective of race, gender, disability, religious belief, age, or sexual orientation.*

Open Door North East is a Charitable Company registered with the Charity Commission and Companies House. Company Registration Number 4819153 Charity Registration Number 1099865

Job Description

Job Title:	Refugee Integration Support Worker
Responsible to:	Refugee Integration Manager
Responsible for:	Delivering the NE RISE project on behalf of ODNE
Salary:	£22,000 - £24,500 per annum + pension
Hours:	37 hours per week (full-time) *
Contract:	Fixed term contract ** (subject to funding and 6 month probation period)
Annual Leave:	25 days (+ bank holidays)
Location:	Based at our Middlesbrough office with regular travel requirements locally, regionally and occasionally nationally. ***

** Whilst we envisage this role being full-time, for an exceptional candidate we would consider someone who would want to fulfil the role in a part-time capacity.*

***NE RISE programme running from November 2021- March 2023*

****Homeworking may be necessary depending on additional lockdown requirements.*

Duties and Responsibilities

You will support ODNE in delivering its services and in particular in the delivery of NE RISE project as part of the Refugee Integration Team. You will support refugees and their families to build the foundations for a stable, happy and independent life in the Tees Valley area. This will include (but not limited to) the following main areas of responsibility;

- Welcome, engage and support newly recognised refugees on the NE RISE Programme.
- Carry out a needs assessment and develop a personal integration plan to support refugees with their immediate/medium term needs as well as longer term aspirations.
- Support newly recognised refugees to access and maintain tenancies in safe and secure accommodation in ODNE housing, social housing or with a private landlord.
- To have a firm grasp of, and be responsible for, ensuring clients access and maintain appropriate benefits, housing, health, education and other appropriate services to assist their integration, including advocating on their behalf when needed.
- Work with a range of partners to identify and access programmes that engage individuals and families to support their independence and integration.
- To maintain accurate records of client information and case notes in accordance with all relevant legislation.
- To provide up to date knowledge of key services available to refugees in the Tees Valley area.
- To foster excellent working relationships with NE RISE partners, statutory and non-statutory services to ensure a holistic package of care around the service users.
- To have a sound understanding of the support needs of refugees and demonstrate the skills to encourage increasing levels of confidence and interaction within the community.
- To work alongside our NE RISE partners who will be delivering employment support services.
- The role will require you to work from ODNE's office as well as in community settings across the Tees Valley including client's homes when appropriate.
- You will be required to undertake an Enhanced DBS check.

You will be adaptable and flexible within the role to ensure that the presenting needs of the client, the contract (NE RISE) and the charity are fulfilled. This may mean that you are required to carry out additional/altered duties from time to time. Any Substantial or significant changes will be discussed with the postholder.

Person Specification

E = Essential D = Desirable

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Knowledge and experience:		
Excellent standard of numeracy and literacy (Five GCSEs at C or above or equivalent). *	✓	
Excellent communication, presentation and facilitation skills.		✓
Have a sound understanding of the support needs of refugees and demonstrate the skills to encourage increasing levels of confidence and interaction within the community.	✓	
Experience of working in the third/voluntary sector.		✓
Have a proven track record of providing one-to-one intensive support to individuals and/or families.	✓	
Up to date knowledge and experience of the UK benefit system, including Universal Credit.	✓	
Experience of managing challenging caseloads and conflicting priorities	✓	
Flexible approach to work with the ability to develop new ideas and be willing to adapt to change.	✓	
Experience of working with vulnerable people within the housing, welfare or refugee sector.	✓	
Skills		
Proven ability to build relationships and maintain trust and confidence across a range of stakeholders including clients, colleagues and other service providers	✓	
Experience of using a CRM or similar data recording system	✓	
Excellent oral and written communication skills with the ability to adapt styles to engage in a variety of settings.	✓	

A high level of self-motivation, teamwork and managing conflicting priorities.	✓	
Competent IT skills, accurate data entry and ability to work independently using a range of applications and software including Microsoft Office.	✓	
Ability to communicate effectively in a relevant second language.		✓
Other		
Passionate about providing good quality support for vulnerable groups.	✓	
A personal ethos that matches our mission, vision and values.	✓	
In possession of a UK driving licence and use of car		✓

*We positively welcome applications from people with lived experience of the immigration and asylum system who may not have formal qualifications but have fluency in English language and mathematical aptitude. We will be assessing these skills at the interview.

How to apply

If you would like to apply for the role of Refugee Integration Support Worker, please download and complete the application form and recruitment monitoring form on our website: www.opendoornortheast.com/join-our-team

These should be sent by email to Anna Lewis, CEO at anna@opendoornortheast.com by 5pm on 26th November 2021. All shortlisted candidates will be informed by 30th November 2021.

Please note that due to the nature of the NE RISE contract, applicants may be offered an interview prior to the closing date.

If you'd like an informal conversation or have any questions about the role, please contact Emad Raad, Refugee Integration Manager at emad@opendoornortheast.com or 01642 213634.