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**JOB DESCRIPTION**

**JOB TITLE: Senior Support Worker – Employment**

**CONTRACT**: Full time, fixed term contract until 31/12/23

**REPORTS TO:** Anne James -Bristol City Council Commissioning Manager Refugees.

**RESPONSIBLE FOR**: Supervision of Volunteers

**LOCATION: Based in Bristol**

**Closing date: Wednesday 22nd March 2023 at 5pm**

**JOB SUMMARY:**

This is an exciting opportunity for a position working for World Jewish Relief, seconded into the Bristol City Council’s Refugee Resettlement Team. It is a hybrid working arrangement with an office base in Bristol.

You will be working within the Bristol City Council Refugee Resettlement Team focussing on delivering World Jewish Relief’s Specialist Training and Employment Programme (STEP) for local people on the Afghan Citizen’s resettlement Scheme. You will also work with other World Jewish Relief employment projects in the UK and hold a small caseload of resettled refugees from elsewhere in the UK. You will be part of an experienced team who achieve a 50% employment rate for clients looking for work and there are local partners and employers who help to create sustainable employment opportunities.

We are looking for candidates who are creative, with excellent communication, who work with a trauma informed and person centred approach.

Please contact [Richard.shaw@bristol.gov.uk](mailto:Richard.shaw@bristol.gov.uk) if you would like additional information about the role.

We particularly welcome applications from people who have additional language skills, especially Pashto, Dari and Arabic.

**Specific responsibilities**:

The following is typical of the duties the post holder will be expected to perform. It is not

necessarily exhaustive and other duties of a similar nature and level may be required from

time to time

1. Providing new clients with an effective induction to the service

2. Carrying out a holistic and employment focussed initial assessment and completing an individual action plan with each client

3. Conducting regular one to one meetings with clients in line with their action plan, to provide practical support and advice

4. Preparing a CV with each client and helping them to update it as required

5. Delivering a range of Working in the UK workshops

6. Assisting clients on their employment journey who may be moving from Bridging hotels to new locations in the UK.

6. Arranging STEP ESOL Classes and ensuring clients take advantage of other ESOL provision available to them

7. Sourcing vocational training courses and volunteer and work placements as appropriate

8. Assisting clients to write job applications and cover letters

9. Carrying out ongoing monitoring with individual clients, assessing progress against action plans and completing impact assessments

10. Assisting individuals to recognise prior attainment by sending information about existing qualifications to UK ENIC and identify and access ‘top-up’ or additional training as required

11. Managing a budget to be used to assist individual clients to access or move towards employment. Examples may include paying for training courses, special equipment needed for work, or payment towards travel costs

12. Contribute to the evaluation of the project through monitoring, reviewing and

evaluation of interventions and services provided. This will include contribution to

meetings, working groups and activities as required, including the provision of reports

and project information.

13. Building and nurturing a portfolio of employers working with the service. The post

holder will be expected to arrange and attend strategic meetings with senior managers

to achieve this.

14. Liaison with the World Jewish Relief UK Programme team to support relationship

building with national employers.

15. Providing ‘in-placement support’ to clients in paid and unpaid work placements,

including visiting sites to resolve issues and to deliver regular follow up meetings.

16. Providing coaching and mentoring support to project volunteers and conducting regular supervisions

17. Undertaking relevant training as required

18. Any other duties that from time to time may reasonably be required

19. Ensuring that professional boundaries are maintained at all times

Note: This is a job outline only and seeks to set out the principal purpose and functions of the role; it may therefore be subject to change.

**Person Specification:**

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| **EDUCATION AND QUALIFICATIONS** | **Essential**   * Minimum NVQ Level 4 |
| **KNOWLEDGE AND EXPERIENCE** | **Essential**   * Proven experience in successfully supporting refugees into sustainable employment. * Understanding of the issues and challenges faced by unemployed people to finding work, including those whose first language is not English. * A knowledge of adult learning/ vocational training. * Understanding of the recruitment needs of employers. * Experience of advice & guidance, negotiating, reviewing and supervising a caseload of clients. * Experience delivering workshop activities around job search, work readiness and information, advice and guidance.     **Desirable**   * Current knowledge of welfare benefits, particularly in relation to moving into work. * Experience of business engagement/intervention to facilitate access to placement and job opportunities. * Experience of working with employers to generate new vacancies and new work experience opportunities. * Understanding of equal opportunities issues and their practical application. |
| **SKILLS & ABILITIES** | **Essential**   * Excellent interpersonal and communication skills. * Cross-cultural sensitivity and ability to work with beneficiaries with varying levels of English. * Ability to work in and a team and to use own initiative. * Ability to work in an agile and fast paced environment. * Ability to network proactively and build relationships with employers and external agencies. * Good IT skills (Microsoft Word, Excel, Outlook) |
| **OTHER** | **Essential**   * An understanding of, and empathy with, the values and work of World Jewish Relief and Bristol City Council. Specifically regarding the circumstances and experiences of the refugees with and for whom we work. |

**The Benefits:**

* Pension scheme – we contribute 5% to the World Jewish Relief pension scheme.
* Life Insurance – up to 3 times salary.
* Long Service Award – an extra week’s holiday after 5 years’ service.
* Enhanced maternity & paternity pay.
* Employee Assistance Programme.
* Season ticket / travel to work loan.

**Terms and conditions:**

* Contract: Full-time (37 hours per week)
* Salary: £ 31,099 – £ 34,723
* Hours: Normal hours of work are between 9:00 am to 5:00 pm Monday to Friday.
* 24 days holiday plus bank holidays.

**Safeguarding:**

As this role has contact with vulnerable groups, it is subject to a satisfactory enhanced Disclosure and Barring Service (DBS) check and references.

World Jewish Relief is participating in the Inter-Agency Scheme for the Disclosure of Safeguarding-Related Misconduct in Recruitment Process within the Humanitarian and Development Sector. We will therefore seek information about safeguarding-related misconduct (i.e. sexual exploitation, sexual abuse or sexual harassment) that a candidate has been found to have committed when we obtain references from successful applicants.

**Equality, Diversity and Inclusion:**

World Jewish Relief promotes equality, diversity and inclusion in our workplace. We invite and welcome applicants from diverse backgrounds. We encourage applications from candidates of different ethnicities, socio-economic backgrounds, race, gender, age, disability, sexual orientation and of faith or none that meet the criteria set out for this role.

You don’t need to be Jewish to work for us, but you must be committed to our faith-based values of Justice, Kindness, Repairing the World and Welcoming the Stranger. We are inspired by these values to work beyond our community, recognising the dignity and potential of all people.