



## **EYST Wales**

### **Employment-Family Support Worker, Resettlement scheme, Carmarthenshire.**

#### **Job Description**

<b>Job Title:</b>	<b>Employment/ Family Support Worker</b>
<b>Hours of Work:</b>	35 hours per week
<b>Tenure:</b>	Fixed term for 12 months renewable subject to Funding
<b>Salary:</b>	£21,000/ £24,000 per annum dependent on experience
<b>Responsible to:</b>	EYST SRP Projects Manager
<b>Responsible for:</b>	Clients
<b>Closing date/ time:</b>	5pm – 5 <sup>th</sup> May 2022
<b>Interview:</b>	WC 9 <sup>th</sup> May 2022

#### **Aims of the Post**

- a) To deliver the EYST Refugee Vulnerable Persons Relocation Scheme Family Support Project promoting the independence and integration of Refugee families living in Carmarthenshire under the Home Office Resettlement Scheme.
- b) To provide direct support and orientation to a caseload Syrian/ Afghan and Ukrainian Refugee families
- c) To provide advice, guidance, and signposting to these families on a range of issues as required.
- d) To work effectively with partner agencies to enhance outcomes for clients
- e) To provide employment, training and volunteering support to individuals and families
- f) To promote employment, training, and volunteering

#### **Principal Accountabilities and Main Duties**

##### *Specific*

- a) To take joint lead, along with the other Project Worker, within the EYST staff team to ensure the effective delivery of the Project according to the agreed contract specification.

- b) To work directly with Refugee families with the primary aim of promoting their independence, through providing practical orientation and support to ensure their smooth integration within Carmarthenshire
- c) To collect refugee families from UK airport, and accompany them to their allocated home in Carmarthenshire if need be
- d) To liaise closely with housing providers, schools, health services and benefits agencies, to ensure Refugee families are safely housed, educated, and their financial and health needs taken care of.
- e) To provide advice, guidance, signposting and referrals on a range of issues from education and health to social services, employment and welfare benefits.
- f) To manage and support caseload, providing them with weekly support sessions, tapering to fortnightly, and liaising with a range of external agencies as required. .
- g) To support Refugee families and their children as appropriate, undertaking home visits as necessary.
- h) To actively engage with key agencies such as the Housing Department, Job Centre, Social Services, Schools, etc and act as a key worker and/or interpreter as required.
- i) To accompany clients to appointments in Job Centre, and other agencies and ensure that public bodies fulfil their duties in terms of providing support/ interpretation to clients as and when needed.
- j) To maintain active partnerships and communication with other agencies to ensure effective cross-referral and effective pooling of resources as appropriate to give best possible service to the client group.
- k) To liaise with key agencies and attend network events as appropriate in order to facilitate integration into mainstream provision.

#### *General*

- l) To ensure regular reporting and updates to partners and within EYST as required.
- m) To ensure the collection, entry and return of information as required for monitoring and evaluation
- n) To take part in training courses, staff meetings and regular supervision
- o) To work within relevant health and safety legislation
- p) To ensure that the project promotes and reflects equality of opportunity at all levels
- q) To ensure that EYST Safeguarding and all other relevant policies are implemented
- r) To uphold the confidentiality of information of clients
- s) To work with the EYST Director and Management Committee to set and maintain a culture of high professional standards and to deliver best value services
- t) To carry out any other duties that may from time to time be required

#### **Person Specification**

1. A minimum of one years' experience of working with refugees and asylum-seekers
2. Experience of working with BME communities and community development.
3. Experience of working in partnership with statutory and voluntary organisations, and knowledge of local provision.
4. Experience of supporting refugees into employment, training, and volunteering

5. Knowledge and understanding of issues affecting refugees and asylum-seekers and experience of involving them in services
6. Understanding of the Welfare & Benefits Systems and Entitlements
7. Knowledge of Child Protection & Safeguarding Issues
8. An understanding and commitment to equal opportunities,
9. Be skilled in supporting vulnerable people and empowering vulnerable people to achieve independence
10. Empathy towards vulnerable and traumatised people
11. Ability to work with minimum supervision
12. Competence in IT, including Email, Word
13. Fluency in English
14. A car owner/driver desirable