

Refugee Support Worker

Role description

Role type: PAYE
Rate: £12 per hour
Capacity: 5 hours per week
Start date: ASAP
Probation: 2 months

Place of work: The LETS Hub
Essential requirements: Trustworthy and reliable
Kindness and motivation to help people
Comprehensive knowledge and understanding of issues local refugees may be facing (details below)

A DBS check and two references will be required.

Context

We're a small, local charity currently providing clothing support and refugee-related support through our weekly drop-ins. We've run social activities for refugees including trips, football and film nights, and supported refugees through our clothes and household support provision and warm spaces. We are part of the local City of Sanctuary network which facilitates communication and coordination between the local authority, charities and refugee accommodation providers. The Refugee Support Worker will support a weekly drop-in providing information and support relating to a range of issues.

Key skills, experience and attributes

The right person for this role will have the following skills, experience and attributes:

Essential

Trustworthy and reliable
Kindness and motivation to help people
Excellent interpersonal skills
Passion to support local refugees with issues they may be facing

Advantageous

Multilingual in common refugee languages
Knowledge of asylum-related issues
Knowledge of relevant charities /organisations

Excellent IT and record keeping skills

Confident communicator, particularly with others who speak/understand little English

Calm and adaptable approach

Key responsibilities

The Refugee Support Worker will support the running of a weekly drop-in for people currently in the asylum system, and those with refugee status, which will involve:

- Providing information, support and signposting relating to a range of issues, including:
 - Post-refugee status housing
 - Connecting with lawyers
 - Obtaining ID cards
 - Other general support (eg. clothing, volunteering information)
- Signposting to or connecting with other agencies ie. legal, statutory, housing, charities
- Fulfilling other reasonable duties relevant to the role.

You will be given full guidance and training.

We're keen to welcome a passionate and competent individual into our team, and are open to exploring how your involvement can develop beyond the initial period of the role.

Please read more about our charity below before applying. You can call us to discuss any queries on 07311063676. **Apply by sending your CV with a cover letter (up to 1 side of A4) to melissa@thecourtneyfoundation.org.**

The Courtney Foundation

We're a local charity, set up in early 2020. We currently operate as a small team of trustees, volunteers, and self-employed staff.

Our purpose is to promote social inclusion, and to prevent and relieve poverty.

Our vision is a society where everyone knows a sense of belonging, has the sustenance they need, and can fulfil their aspirations.

Our mission is to promote social inclusion by relieving hardship, developing skills, facilitating social activities, and tackling stigma.

Our principles are...

Participation: We involve beneficiaries in developing and delivering our projects. This helps inform our work and facilitate leadership roles for the people we work with.

Inclusion: We always make efforts to be mindful of the different parts of people's identity and the different factors that make up their experiences. Our projects take into account an

individual's context and needs.

Partnership: We value working with different organisations and services including grassroots groups who know their communities best. We believe in working together to achieve mutual aim

Our goals are...

Tackling stigma: We work to reduce stigma and discrimination to promote dignity and encourage participation and agency among our beneficiaries. This means we learn about and raise awareness of different beneficiary experiences, and address ways in which language, systems and attitudes can perpetuate stigma and inequity.

Relieving hardship: Luton Clothing Bank has supported hundreds of people and given out over 20000 items so far. We support anyone in financial difficulty, including people who are experiencing homelessness, claiming asylum, fleeing domestic abuse, unemployed or otherwise cannot afford to buy the clothes they need for themselves or their families. In 2023 we provided £60,000+ in household support (white goods, furniture, baby items, appliances) to local families and individuals.

Facilitating social activities: We offer ways for people to feel more part of the community through inclusive social activities for people experiencing or at risk of social exclusion, which may be due to a number of reasons. We've offered warm spaces, film nights, football, trips and fun days.

Developing skills: We aim to provide formal and informal education and training opportunities to develop skills, build confidence and improve social mobility.

You can read more about us on our [website](#), or follow us on social media: [Facebook](#), [Instagram](#), [Twitter](#) and [LinkedIn](#).