



Job Title: Ukrainian Resettlement / Outreach Support Worker
Report to: Deputy CEO
Location: Reading
Responsible for: Volunteers
Salary: £24,294 (pro rata) (pay award pending)
Working hours: 30 hours / week

Who We Are:

Refugee Support Group (RSG) has provided advice and support for refugees and asylum seekers for over 26 years. In addition to our support advice and drop-in services, which are Reading based, RSG also works across Berkshire with three local authorities to support Syrian, Ukrainian and Afghan families accommodated under the Governments programmes.

Job purpose:

To provide effective support to Ukrainian families and assist families to fully integrate into the local community who may have complex needs and are resettling within the boroughs of Reading.

Complex needs may include housing support related needs, domestic abuse, financial problems, physical/mental health, and job search.

Through our Sanctuary partners, we will continue to explore further partnerships and activities and signpost to their programs.

The key roles of this post will include:

- To assist the Resettlement/Outreach Officer in delivering the Ukrainian Resettlement program as per the criteria of the grant.
- To coordinate outreach support and activities, for Ukrainian families living in Reading Borough Council.
- To assist on running the weekly drop-in centres for Ukrainian families and to work with external organizations to create a hub of meeting and sharing information.
- To assist with ESOL support through the City of Sanctuary befriending scheme and other services at RSG.
- Through effective signposting to provide practical and integration support to assisting with issues around finances, health, wellbeing, housing, life skills, personal safety, parenting, ESOL and employment.

- To undertake practical support with clients to promote sustainable independent living.
- To use effective risk assessment tools to identify risks and undertake appropriate actions.
- To work within a multi-agency framework, communicate effectively with colleagues, other professionals, and clients, and ensure a coordinated response to support.
- To adhere to performance and monitoring requirements, keep accurate case notes and comply with systems to monitor data and outcomes, completing support paperwork to a high standard.
- Adhere to RSG and Local Authority policies and procedures regarding working practices and service delivery. This will include; Safeguarding Children and Vulnerable Adults, Health and Safety, Data Protection/Confidentiality and the other policies in the RRSB Handbook.
- Any such other responsibilities allocated which are appropriate to the grade of the post.

Job Criteria:

Essential

Experience of:

- Working supporting marginalised groups/vulnerable people
- Assessing needs and making referrals to other agencies and statutory bodies where appropriate
- Working in a small team within a multi-agency framework
- Time management skills
- Microsoft Office software packages and computer skills
- Ability to manage own workload and meet deadlines
- Good verbal, written and communication skills
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Desirable:

- Have an awareness Resettlement programme.
- Have knowledge of Data Protection/Confidentiality, safeguarding policies and procedures such as Child Protection, Safeguarding Adults and PREVENT
- Good written and spoken language skills, including, e.g. Ukrainian & English.
- Experience in providing interpreting support
- Understanding of equality and diversity legislation
- Qualifications: Relevant and transferable professional qualifications.
- Knowledge of the current welfare benefit system.
- Experience in working with a diverse range of service users.
- Be able and willing to work some unsocial hours when required
- Full driving licence and access to a car.

****Note that you must have the right to live and work in the UK to apply for this role**

Benefits Overview:

- Salary: £24,294 (pro rata), with opportunities for progression up the scale, subject to annual appraisal.
- Pension 6%.
- Annual Leave: 25 days per year (pro rata) , in addition to bank holidays, with an additional day of holiday per year worked up to a maximum of 30 days.
- Christmas Leave Allowance.
- Cycle to work scheme.
- Counselling support available upon request.
- Free eye tests.
- 2x RSG Welfare days pa.

How to Apply:

RSG strives to be a diverse and inclusive employer and a place where we can ALL be ourselves. We welcome applications from all sections of the community and encourage applications from the refugee and BAME community and those with lived experience.

Please send your CV and a covering letter (2 pages max) outlining your interest in the job and detailing your experience and suitability for the post to

admin@rrsg.org.uk

- Further information is available at www.refugeesupportgroup.org.uk/jobs
- Or alternatively, you can further information from:
 - In writing: RSG, 1st Floor RISC, 35-39 London Street, Reading, RG1 4PS.
 - By telephone: 0118 950 5356
 - By email: admin@rrsg.org.uk

Key Dates:

- Closing date: Midnight Monday 1st April 2024
- Shortlisting: Tues 2nd April 2024
- Interviews: Thursday 4th April 2024
- Proposed start date: Immediate start possible or subject to notice period.