



Support Worker – Managed Migration

HOURS: 35 hours per week, Monday to Friday

SALARY: £25,513

ANNUAL HOLIDAYS: 6 weeks plus Bank Holidays

LOCATION: Bradford

Job Description

Our Managed Migration service provides housing and wrap-around support to help refugees settle into their new life in the UK. The resettlement programmes we manage deliver support to survivors of torture and violence, women and children at risk, people fleeing conflict and those in need of medical care. People receive support to settle into the UK including housing-related support, health screening, education assessments, ESOL and Cultural Orientation, job search advice and support into employment. Our support is designed to help individuals and families integrate and live independently in the UK.

RESPONSIBILITIES

- To assist and support people with their resettlement in the full BD postcode area
- To maintain professional boundaries at all times
- To assist and support people with applications for all welfare benefits
- To support people to achieve their objectives as outlined on their Support Plans
- To develop, maintain and use support plans and needs assessments with people
- To maintain positive working relationships with various housing providers and other agencies
- Support people with tenancy management and housing related issues
- Contribute to all aspects of teamwork including decision making in relation to people's wellbeing
- Undertaking relevant training as required
- Any other duties that from time to time may reasonably be required
- Undertaking the above duties in accordance with Horton Housing Association's policies



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. For management and specialist roles, colleagues will be responsible for the determination, assessment and management of risk.

Safer Recruitment

Horton Housing is committed to safe and fair recruitment, safeguarding and protecting the people that we support. The majority of positions here at Horton will require a fully completed application form and an enhanced DBS check to identify and reject applicants who are unsuitable to work with children or young people.

Person Specification

ESSENTIAL

- Experience of working with differing client groups, in either a paid or voluntary capacity
- An understanding of issues faced by refugees
- Ability to communicate effectively, both verbally and in writing
- Numerate and literate and able to complete the necessary administrative requirements
- Knowledge of the welfare benefits system
- Able to work additional hours as and when required
- Non-judgmental, patient, sensitive, tolerant, confident in attitude without being dogmatic
- Reliable, trustworthy and conscientious
- Ability to work in isolation and cope effectively with stressful situations
- Ability to challenge prejudice and discrimination
- Basic IT skills i.e. able to create Word and Excel documents in Microsoft Office. Able to use Microsoft Outlook and the Internet
- Valid driving license and use of vehicle insured for business use

DESIRABLE

- Previous experience of carrying out needs led assessments
- Experience of liaising with a variety of statutory and non-statutory agencies
- Evidence of completed training in welfare benefits
- Ability to speak other languages



In addition to the above, it is expected that you will:

- Maintain professional boundaries
- Have a commitment to Equality, Diversity and Inclusion
- Are willing to undertake any further training required
- Are able to work flexibly to meet the needs of the service/department

About the department

Our New Communities service provides housing and wrap-around support to help refugees settle into their new life in the UK. The resettlement programmes we manage deliver support to survivors of torture and violence, women and children at risk, and those in need of medical care. Clients receive support to settle into the UK including housing-related support, health screening, education assessments, ESOL and Cultural Orientation, job search advice and support into employment. Our support is designed to help individuals and families integrate and live independently in the UK.

