

Post of Refugee Support Officer

The Centre for Equality and Diversity (CfED) is currently recruiting a Refugee Support Officer, initially on a one-year contract. This is a key role in developing our service and commitment in delivering a casework and 'floating' service to mainly Afghan refugees.

You will undertake a range of duties that will lead to the support of Refugees in a variety of settings, home, outreach and within our Community Hub.

The role will suit a dynamic, supportive and enthusiastic person with a good understanding of the challenges Refugees and other migrants face in the UK, combined with the experience of working with women refugees.

You will have proven experience of working in an advice, information and sign posting service and excellent verbal, written communication, presentation skills including report writing in English language. Fluency in Arabic and/or Pashto is also essential requirements of the post.

Please take a look at our application pack, the summary of responsibilities, duties and responsibilities and Person Specification.

To apply please submit the following;

- **Covering letter**-No more than 2 A4 pages that sets out what you can bring to the role
- **CV**-No more than 3 A4 pages that highlight your skills and experiences that will enable you to deliver what is required to do the job.

Applications that do not follow the above will not be shortlisted. Please contact us if you require any further information.

Interviews will take place face to face on Wednesday 21st July 2021.

Applications must be received before the closing deadline on 9th July 2021. Applications and enquiries should be emailed to admin@cfed.org.uk

CfED is committed to equality, diversity, and inclusion and welcomes applications from all sections of the community. This post however is restricted to women due to the nature of the role. The Occupational Requirement under Schedule 9 (Part 1) of the Equality Act 2010 applies.

Follow us on Twitter **@CfEDDudley** our website **cfed.org.uk** or Facebook **@CentreforEqualityandDiversity**

The Centre for Equality and Diversity (CfED) is a registered charity No 1114821 and registered company No 5745005

Staff role profile: Refugee Support Officer

Organisation	CfED	Salary Grade 5	£19,319 - £19,699
Weekly Hours	37	Work location	Office at 16a Stone Street but extensive travel across the Borough
Contract	1 st Sept 21 – 31 st July 22	Report to	Operational Development Manager (ODM)
Holidays	24 days plus Bank holidays	Pension	5% Employers contributory pension.

Summary of responsibilities:

This is a dynamic front line role working with the Operations and Development Manager in providing a wide range of support services to Afghan arrivals (but not solely) and other new refugees residing within the Borough of Dudley.

You will be part of a floating support service team that enable families to settle and integrate into life in the Borough, enabling them to access community services and participate in activities.

Main duties & responsibilities includes (but are not limited to).

- To be a key point of contact for Afghan families and support them to ensure that their needs are addressed in a variety of settings, home, community hub, other external places.
- Assisting refugee families to access the services and information needed in making the transition to life in our Borough, through outreach and other means.
- To undertake appropriate casework with refugees providing information, sign posting and advice regarding their rights and needs relating to their circumstances.
- To provide on-going practical tasks such as interpreting at appointments, interpreting/translating letter and other correspondences, responding to questions about services, finances, employment etc.
- To take the lead on all matters relating to health and well-being from registration to GP, dentist, opticians etc. to accompanying service users to appointments, where necessary
- To work with other staff team members to ensure refugee service users have adequate time and space within the Community Hub on a weekly basis.
- To ensure that all agreed monitoring forms are completed and processed.
- To develop good working relationship with Commissioners, partners, agencies and service providers of whom refugees will receive a service.
- To assist with the provision of one to one support for refugees internally and externally and speaking on their behalf as appropriate.

- To undertake planned activities with refugee women which will give them opportunities to have their voices heard and to improve their skills and become more confident in participating in their community.
- To work with other colleagues in promoting the successful integration of resettled refugees, through community initiatives, that may include key factors such as health, employment and education.
- To report any information regarding racism and discrimination experienced by service users.
- Consider child and adult safeguarding issues when engaging with all service users and follow relevant local safeguarding policies and procedures
- To work with volunteers and other members of staff within the Community Hub ensuring whole needs of families are met.
- Follow procedures, policies and protocols with other service providers so that the safety of the service users is kept central at all times
- To complete relevant timesheets and other internal document as part of an ongoing procedures and develop efficient administration systems to ensure proper recording and storage of relevant case notes and other document pertaining to families/service users
- Be willing to undertake relevant training as required.
- Take responsibility for upholding and complying with CfED's Equality and Inclusion policy and for behaving in ways that are consistent with fair and equal treatment for all.
- To undertake any other related duties as may occur as a natural progression of the role or as may be directed by the ODM.

Person specification: Post of Refugee Support Officer.

All the following requirements will be assessed from a combination of information provided from the CV and cover letter, the interview process and references;

Essential requirements:

- Knowledge and awareness of issues and barriers faced by people newly arrived in the UK.
- Ability to speak Arabic and or Pashto to enable clear communication with service users
- Ability to deal with information in a confidential manner
- Strong interpersonal skills and the ability to deal with a diverse range of people and organisations
- Excellent verbal, written communication and presentation skills including report writing in English language.
- Ability to use own initiative and organise own work load in consultation with the Operations and Development manager (ODM)
- Ability to work as part of a team
- Good IT skills-including word processing, email and general internet use
- Experience of working in advice, information and signposting services

Desirable requirements:

- Knowledge of local health, benefit systems and voluntary sector services
- Experience of providing support to those in need
- Experience of working with disadvantaged communities

Special Conditions:

- Have a current UK drivers licence and own means of transport
- This post is subject to an enhanced DBS (Disclosure and Barring Service) check process
- May require occasional work outside of normal hours
- Mileage claims only

29th June 2021