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Job description

**JOB TITLE:** Support Worker (covering 24/7 shifts)

**TEAM:** Independent UASC Support Service

**GROUP:** Services

**LOCATION:** Dover, Kent

**REPORTS TO:** Senior Support Worker

**GRADE:** 3

**SALARY:** £25,119

**HOURS:** Full time rota (average 35 per week), on a range of shifts (singles, doubles, waking nights)

**The Organisation**

Founded in 1951, the Refugee Council exists to support people who come to the UK in need of safety and speak out for compassion, fairness and kindness. We achieve this by providing expert advice and casework, building the capacity of refugee community organisations, and working with allies across society to change government policy.

Our vision for refugees to be welcome to live safe and fulfilling lives contributing to the UK has never been more urgent and needed. Today 27 million refugees and 84 million displaced people around the world need of safety, dignity and welcome. We are determined to secure public and government support for safe routes for all people seeking safety, and a fair, effective and compassionate refugee protection system.

Now is an excellent time to join the Refugee Council. We recently launched our new strategy - you can read it [here](https://media.refugeecouncil.org.uk/wp-content/uploads/2021/10/14074348/Refugee-Council-Strategy-Report.pdf). It sets an ambitious new direction which will see us defend refugee protection in the UK against the Government’s corrosive plans with refugees and like-minded allies, united in our desire to create a just, fair and humane refugee protection system. It will also see us delivering direct services that improve people’s refugee protection journey through targeted advice and casework, and strengthening and connecting Refugee Community Organisations with other service providers and advocates.

**Our Values**

Our values underpin everything we do:

* **Inclusive**: We are inclusive. We work with - not for - refugees and people seeking asylum, so they have an equal voice, co-producing projects and ensuring their expertise and experiences are at the heart of what we do.
* **Collaborative**: We are collaborative. Working with others is a priority in order to have the collective impact that is vital to achieve policy and practice reform.
* **Courageous**: We speak out when we see injustice, cruelty and unfairness. We always stand up for what we believe is the right thing to do to transform the experiences of those seeking protection in our country.
* **Respectful**: We are respectful of all those we interact with. We treat everyone – our staff, volunteers, beneficiaries, partners and people we disagree with – with the same respect, professionalism and understanding.

**Refugee Council’s Children’s Services:**

The Children’s Service are responsible for delivering services to separated refugee children. The service also leads on raising the profile of their clients and advocates on their behalf. Supporting this work, the service also promotes good practice to statutory and voluntary agencies and supports the Refugee Council Advocacy and Engagement Team to influence government to improve policy decisions and policy making at a national level.

**Independent Unaccompanied Asylum-Seeking Children Support Service:**

The focus of the Service is to offer advice and support to separated children, particularly around their asylum application, and to signpost and refer children to statutory and voluntary agencies, working with local authorities to ensure that appropriate services are provided. This service is contracted by the Home Office.

**Main Duties and Responsibilities**

The Refugee Council supports separated children across England and part of our service is a team of staff based at the port of Dover, working 24/7 to provide a temporary safeguarding service for children arriving there, ensuring that their basic needs are met while they await transfer to the care of a local authority. The unit is reactive to the needs of clients, who may arrive at any time, and staff are expected to cover a variety of shifts.

The postholder will be expected to:

* Work in the best interests of the child.
* Assess the basic needs of newly arrived clients and provide an appropriate service, including food, clothing, and access to hygiene facilities.
* Recognise indicators of confusion or distress, and respond according to the needs of the situation.
* Ensure all safeguarding issues are responded to, reported and accurately recorded using the appropriate internal recording mechanisms.
* Ensure all safeguarding issues are reported on time to all relevant agencies.
* Work collaboratively with colleagues on shift to ensure that children’s needs are met.
* Work professionally and effectively with a range of statutory bodies, including the Home Office and local authority staff and other stakeholders.
* Keep appropriate and up to date records in the agreed format, and to report on time all necessary information as agreed with the managers.
* Carry out effective handover to colleagues, reporting all necessary information regarding the clients who use the unit.
* Carry out all work with regard to the Refugee Council’s organisational policies and procedures, in particular to adhere to the Safeguarding of Children policy and procedures.
* Provide a positive working role model for other colleagues and clients.
* Undertake training as required.

For the organisation

* Cooperate with the Refugee Council in delivering all legal responsibilities in respect of your own and your colleagues, volunteers, clients and others health & safety whilst at work
* Commit to the organisation’s Equality, Diversity and Inclusion strategy.
* Undertake any reasonable duties as directed by your line manager.
* A degree of flexibility is needed and the postholder may be required to perform work not specifically referred to above. Such duties will fall within the scope of the job, at the appropriate grade.

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Person Specification

**JOB TITLE: Support worker (day and night shifts)**

**Experience, skills, knowledge and abilities**

**Essential**

1. Experience of working with vulnerable clients who may present a range of needs.
2. A good understanding of equal opportunities legislation and good practice and in particular how it
3. relates to working with refugee children.
4. A good understanding of child protection and safeguarding issues, and knowledge of how to record and report.
5. The ability to assess and respond to basic needs of vulnerable young people.
6. An understanding of the physical, emotional and psychological needs of refugee children.
7. Good written and spoken English of a sufficient standard to produce concise written records.
8. The ability to work under pressure and prioritise work effectively.
9. Ability to work effectively and supportively as part of a team.
10. The ability to maintain working relationships with a range of internal and external stakeholders.
11. A good knowledge of IT sufficient to maintain database records and case notes, work with email and manage your own correspondence.

**Desirable**

1. Experience of providing information to separated children and young people.
2. Experience of working with children in a residential home or reception centres.
3. Basic up-to-date knowledge of UK asylum procedures as they relate to separated children.
4. Experience of working with interpreters.
5. People with lived experience as a refugee are encouraged to apply.
6. Ability to speak and/or write in one or more languages commonly used by children seeking asylum in the UK.

**Special circumstances**

The post holder should be aware that:

* This post is exempt from the Rehabilitation of Offenders Act 1974. Therefore, all convictions, cautions and bind-overs, including those regarded as ‘spent’, must be declared at the application stage. An offer of employment is subject to a satisfactory DBS check. Repeat DBS checks are initiated every two years.
* This post is funded by the Home Office and they require that the postholder undergo a Counter Terrorism Check (CTC), which will necessitate the production of documents, including a valid passport; an offer of employment is subject to this check.