

**REFUGEE INTEGRATION ADVISOR**

**Full time (35 hours per week; fixed term contract until 30th September 2023)**

**Job Title: Integration Advisor**

**Location:**

Post : Sunderland (Some travel to Newcastle and South Tyneside will be required. All travel/mileage expenses will be reimbursed)

**Salary:** £19K - £22K

**The Integration Advisor will work with the Senior Integration Advisor to deliver the vital work carried out by the Integration Project as part of the newly created North East Refugee Transition Outcomes Fund (NERTOF) on behalf of the Home Office. They will support newly granted refugees in North Tyneside and Northumberland.**

**About North of England Refugee Service (NERS):**

The North of England Refugee Service was established 1989. It is an independent and charitable organisation that exists to meet the needs and promote the interests of asylum seekers and refugees who have arrived or have settled in the North of England.

**About North East Refugee Transition Outcomes Fund (NERFOF)**

NERTOF is an innovative new partnership between the Home Office, North East Migration Partnership (NEMP), Local Authorities, charities supporting refugees and Bridges Outcomes Partnership. The aim is to improve the initial financial inclusion, housing, employment and wider integration needs of newly granted refugees in the North East region.

The key aims of NERTOF are:

* Enable innovative and place-based approaches to supporting newly recognised refugees in selected local areas.
* Improve employment, housing and wider integration needs for newly recognised refugees in the selected local areas and to increase refugee self-sufficiency.
* Generate evidence about what works, to be able to evaluate the impact of funded projects on refugee integration and refugee self-sufficiency.
* Generate cross-government savings.
* Provide evidence to inform future policy, programming and mainstream service delivery.

**Specific responsibilities**

The following is typical of the duties the post holder will be expected to perform. It is not exhaustive and other duties of a similar nature may be required from time to time.

**Frontline support:**

* Providing new clients with an immediate induction to the service and securing client consent.
* Carrying out a holistic needs assessment and agreeing an individual plan of action with each client.
* Carrying out regular one to one meetings, provide practical support, review and evaluate progress and outcomes against agreed objectives in line with the individual action plan.
* Give earliest support with financial inclusion that includes opening bank accounts, submitting claims for Universal Credit, Child Benefit and other entitlements.
* Ensure clients are referred to local housing providers and help with online registration with the Regional Housing Allocation Service (Tyne and Wear Homes).
* Dealing with client enquires via telephone, mobile and WhatsApp.
* Providing advocacy when contacting Universal Credit, HMRC/DWP, Council Tax, housing providers and other organisations on behalf of the client.
* Providing support with correspondence, email, and other communications.
* Providing language support from both in-person and telephone interpreters.
* Working in close collaboration with other organisations within the NERTOF / NEMP partnership.
* Recognising additional needs and directly referring into other organisations throughout the NERTOF / NEMP partnership.

**Monitoring and evaluation:**

* Maintaining vigilant observance of issues relating to Health and Safety and Safeguarding and immediate reporting of incidents to the Senior Integration Advisor.
* Contribute to the monitoring and evaluation of the project by providing essential data on the Customer Relations Management system (CRM).
* Recording timely and accurate case notes that facilitate client outcomes and overall monitoring and evaluation of the project.
* Providing the Director and Senior Integration Advisor with regular management information reports.
* Ensuring key performance indictors (KPI’s) are met and working with the Director and Senior Integration Advisor to discuss and agree areas of improvement and share good practice.
* Management and recording of authorised financial spending and client expenses.
* Attend regular internal team meetings as well as meetings with other organisations within the NERTOF / NEMP partnership.

**Development:**

* Build and nurture working relationships with individuals within the NERTOF / NEMP partnership.
* Contribute to the marketing and promotion of the project by sharing good news stories and other valuable information with the wider refugee community via NERS social media.
* Develop own role by participating in internal / external and online training events as required.
* Perform any other duties that may be reasonably required from time to time.

**Note:** This is a job outline only and seeks to set out the principle purpose and functions of the role. It will be subject to change where necessary.

**Person Specification**

Although training will be provided around some specific aspects of the role, the following is a guide only. Some reasonable flexibility can be exercised with a view to assessing suitable candidates based on previous education, training, employment and current training needs during interview.

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| **Education and**  **Qualifications** | **Minimum:**   * Level 3 / A Level standard of education and/or vocational training.   **Desirable**   * NVQ Level 3 Information Advice and Guidance. |
| **Knowledge, Skills and Abilities** | **Essential:**   * Good interpersonal and verbal/written communication skills. * Employed or voluntary experience of work within the refugee community. * Knowledge of the issues and challenges faced by newly granted refugees. * Assessment, planning and reviewing a client caseload. * Experience of engagement with statutory and charitable organisations. * Knowledge of current welfare benefits, particularly Universal Credit. * Knowledge of Child and Adult Safeguarding, General Data Protection, Equality and Diversity and Health and Safety. * Experience of data entry using an online CRM system. * Experience of ICT, particularly Microsoft Word, Outlook and Google Chrome,   **Desirable:**   * Cross cultural sensitivity and ability to work with clients of wide-ranging nationalities and backgrounds. * Ability to work as part of a small team as well as function autonomously from home or within the community. * Ability to network proactively and build close working relationships. * Second and/or other languages, |

An informal chat with Paul (Senior Integration Advisor) can be arranged by initially contacting him on [paul@refugee.org.uk.](mailto:paul@refugee.org.uk)

Closing date: 5pm Friday 26th November 2021

**Previous applicants need not apply.**

**Application by completing an application form. CV’ will not be accepted**.

**Application form can be downloaded from NERS’ website** [**https://refugee.org.uk/2021/11/11/new-vacancy-integration-advisor-sunderland/**](https://refugee.org.uk/2021/11/11/new-vacancy-integration-advisor-sunderland/)