

Job Description

New Arrival Support Worker & Residential Volunteer

Responsible to:	Support Team Manager
Location:	Based in Baca main office There will be travel throughout Loughborough and Leicester. The role may require travel to wider areas of the East Midlands and the UK. The role also includes being the residential volunteer at one of our newly arrival homes for boys.
Hours:	25 hours - including evening and weekend work as well as daytime shifts as part of the Support Team
Benefits in kind:	Rent free accommodation, including gas, electric and council tax bills.
Contract:	Permanent
Start Date:	June 2020

Overall Purpose

- To provide support and care to the young people who are newly arrived in the country, providing the foundations for them to rebuild their strength and dignity and grow their hope for their futures.
- To partner with social workers and representatives from other agencies for the benefit of the young people.

Duties Responsibilities

- Be a key worker for newly arrived young people who are in the care of Baca in all areas of the young person's life supporting them from first arrival, through to move on to semi-independence.
- Welcome new arrivals into the accommodation and communicate basic information about the house, making them feel safe and able to rest.
- Work with compassion without discrimination of age, race, colour or behavioural issues. To help young people learn to live with good values and good boundaries.
- Intentionally train young people in living skills such as washing, cleaning, cooking, safety, shopping and budgeting in line with the Baca Pyramid Plan.
- Help young people settle into a routine which will include education and social activities.
- Work in close partnership with social workers and other professionals and volunteers to provide a holistic development package for each young person enabling them to become independent.
- Maintain excellent communication with relevant members of the Rebuild Team and relevant social workers through regular appropriate reporting.
- Work collaboratively with the Rebuild Team to ensure all young people are safeguarded. Complete monthly reports on allocated young people.
- Play an active role in developing knowledge and understanding in areas relevant to the role, especially in the areas of asylum and refugee law, trafficking, supporting separated children and the cultures of different nations relevant to Baca.

General:

- Play an active and supportive role within the organisation.
- Take ownership of files allocated, ensuring they are up to date and stored correctly.
- Maintain strict confidentiality in relation to work undertaken and ensure all confidential material is stored according to Baca's Confidentiality statement and Data Protection Policy.
- Embrace the Vision and Values of Baca and reflect this in working practice.
- Treat all staff and young people fairly and without prejudice, in line with Baca's Equality and Diversity policy.
- Be aware of the correct procedures for dealing with any suggested incidences of safeguarding concerns and to follow them, in line with Baca's Child, Vulnerable Adult Protection & Safeguarding Policy.

- Adhere to all Baca's policies and procedures.

Personal Specification

Baca is looking for someone who can join the support team and provide support, care and be a role model for young people who are unaccompanied asylum seekers aged 16 to 18.

The successful applicant will live in the new arrival house and make it their home.

They will be motivated and passionate about the work that Baca does and the young people in our care. They will be very approachable and a strong team worker. The successful applicant will need access to a personal vehicle as the role requires visiting the young people in their homes and escorting some to different appointments.

The successful applicant will have a personal style that is in line with Baca's vision. They will be supportive, approachable, responsible, reliable and personable. They will be able to live out Baca's values Respect, Integrity, Passion, Service and Compassionate action in their day to day delivery of the role.

Qualifications/Knowledge/Experience

- Experience in working with young people and an understanding of cross cultural issues in working with asylum seekers.
- Experience of prioritising workload to meet competing deadlines.
- Experience in use of computers, including Microsoft Office and on-line email systems.

Skills/Abilities

- Ability to act as a strong role model and authoritative figure to the young people and build their trust and respect.
- Ability and willingness to make a home that is welcoming and feels safe for young people.
- Ability to engage and work with young people in a professional and sensitive manner.
- Ability to provide appropriate activities for young people.
- Very well organised and able to manage a number of tasks at any one time.
- Ability to remain calm and controlled in all situations with young people.
- Good interpersonal skills and able to interact well with staff and visitors to the office and other properties.
- Ability to use own initiative under supervision within accountability structures.
- Enjoys working under pressure

Other Expectations

- Have a genuine concern for and commitment to asylum seekers/refugees, young people and UASCs in particular.
- Ability to work flexible hours in line with the needs of the team and the young people.
- Ability and commitment to work at all times within a framework of confidentiality and anti-discriminatory practice.
- Commitment to work within the aims, values and ethos of the organisation.