

Job Description

Job Title:	Project Support Officer (InterAction)
Job Purpose:	To deliver one to one clients work on Interaction project and engaging clients in Newcastle and South Tyneside, offering advice and facilitating access to healthcare, housing, welfare benefits, education, employment, specialised services, and legal provision in order to reduce destitution, homelessness and isolation. The weekly Newcastle drop-in provides an accessible space and place for social interaction and engagement between volunteers, migrants and local service providers.
Time Commitment:	10 - 21 hours per week (to be discussed at interview).
Salary Scale:	£20,086 – £21,741 per annum pro rata depending on experience, + 6% pension contribution.
Contract:	Temporary contract, fixed term to Dec 31 st 2022
Responsible to:	InterAction Project Manager.
Responsible for:	Delivery and smooth running of Action Foundation's InterAction Drop-in and Outreach work to those seeking asylum, refugees and migrants
Location:	Based at Newcastle and/or South Tyneside.

Organisational Context

Action Foundation is an award-winning charity that provides opportunities for marginalised people to overcome their isolation and exclusion by providing:

- Free accommodation for appeal rights exhausted asylum seekers (Action Housing and Action Hosting)
- Short-term supported accommodation for those with refugee status (Action Letting)
- Community ESOL classes delivered by volunteers (Action Language)
- Multi-agency drop-ins, case work and outreach, facilitating social connections and welfare support (InterAction)
- A digital inclusion project supporting clients from all of the above services as appropriate

InterAction Project

Vision: A diverse and inclusive space where everyone feels welcome and connected to local facilities and services.

InterAction provides support to those seeking asylum, refugees and migrants mainly through appointments and a drop-in, facilitating social connections and providing one-to-one case work support to our services users offering advice and facilitating access to key areas, such as healthcare, in order to reduce destitution, homelessness and isolation. Our work is focused in Newcastle where we have been working for a while, and in South Tyneside where we began working at the beginning of 2022. The work in South Tyneside also has a specific focus on access to healthcare for migrants. Partnerships with other services is key to this project.

Duties and Responsibilities

Drop-ins:

Organise and lead the effective and safe running of our drop-ins;

- Empower and support clients to build diverse and sustainable relationships, develop confidence in mixing and conversing socially, feel more informed about and connected to the local community and culture, and to access the opportunities and services available to them
- Liaise with other organisations to facilitate attendance at the drop-ins and engagement with our clients
- Effective coordination of set up/pack down and the various drop-in activities.
- Ensure drop-ins are well run and that relevant procedures are adhered to. Specifically, adherence to risk assessments and operational responsibility for health and safety of participants, including oversight of food hygiene.

Casework:

Deliver one to one case work support to overcome issues that clients might face;

- Advising clients of the correct support options and on their entitlements to housing, health, educational services and immigration support.
- Assisting with phone calls, emails, completion of forms, etc
- Providing advocacy for our clients and where necessary referrals to specialist services

Volunteers:

Support our project officers to manage a team of volunteers who help run and support the delivery of the project;

- Recruit suitable volunteers following agreed guidelines and processes
- Develop and deliver training and induction for volunteers
- Support volunteers to fulfil their role and develop their skills

General:

- Complete necessary training, including Adults Safeguarding Level 2 and Prevent
- Assist in collection and storage of accurate and appropriate monitoring data, including registers, registration forms, monitoring questionnaires and casework notes
- Work with the InterAction Manager to provide the monitoring data required by funders and external evaluators, and on future fundraising and development of new areas of work where capacity allows.
- Ensure confidentiality and data protection
- Attend and contribute to Action Foundation team meetings and other organisational activity

Personal Specification/Key Competencies

Knowledge/Experience:

Action Foundation is looking for applicants who can evidence experience and/or knowledge in the following areas:

- Facilitating a drop-in type environment including relevant Health & Safety and food hygiene requirements (desirable)
- Delivering casework to vulnerable client groups (desirable)
- Managing volunteers (desirable)
- An understanding of the need to maintain safe working boundaries (desirable)
- Working with interpreters and those speaking English as a second language (desirable)
- Strong awareness of the issues facing asylum seekers and refugees (desirable)
- Knowledge of the local area and support organisations (desirable)
- Experience dealing with client safeguarding concerns (desirable)

Skills/Abilities:

In addition to the above we want applicants to provide examples as to how they satisfy the following criteria:

- Able to use own initiative to solve problems (essential)
- Adaptable and confident working in a fast-paced, quickly developing project (essential)
- Capable of working independently and as part of a team (essential)
- Familiar with Office 365 computer software (essential)
- Good written and verbal communication skills (essential)
- Co-operative approach to collaborating and partnering with other organisations (essential)
- Strong interpersonal skills (essential)
- Good organisational and planning skills particularly in time management (essential)

Other:

- A genuine desire to support people seeking asylum and refugees (essential)
- Commitment to upholding and promoting vision and values of the organisation (essential)
- A full driving licence and use of own car (desirable)

Note:

- This job description is not exhaustive, and amendments and additions may be required in line with future organisational changes
- This post would require the taking up of two references and a DBS check
- Action Foundation is an Equal Opportunity employer, and we welcome applications from all sectors of the community