

Job Description

Job Title:	Project Officer (InterAction)
Job Purpose:	To deliver the InterAction project which focusses on the weekly drop-ins, outreach work and associated volunteer programme. The weekly drop-in provides an accessible space and place for social interaction and engagement between volunteers, migrants, and local service providers. Part of the role will be responsible for providing one-to-one case work support to our services users offering advice and facilitating access to healthcare, housing, welfare benefits, education, employment, specialised services, and legal provision to reduce destitution, homelessness, and isolation.
Time Commitment:	21-35 hours per week (to be discussed at interview).
Salary Scale:	Band 3, £22,841 to £25,218 (depending on experience) per annum plus 6% pension contribution (pro-rata).
Contract:	Fixed term to 31 st March 2025, with the intention of extension, funding dependent.
Responsible to:	InterAction Project Manager.
Responsible for:	Delivery and smooth running of Action Foundation's InterAction Drop-in and associated Volunteer Programme.
Location:	Based at Newcastle with some home working and outreach to South Tyneside and other areas. Occasional regional or national travel for training or networking when safe to do so.

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 the above services as appropriate.

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. All relevant procedures are adhered to, specifically, appropriate risk assessments and operational responsibility for health and safety of volunteers and 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
- Providing basic immigration information with relevant qualifications (OISC (Office of the Immigration Services Commissioner) Level 1 or 2 Asylum & Protection)

Volunteers:

Manage a team of volunteers who will 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
- Supervise volunteers, monitor and record their progress

General:

- Complete necessary training, including Safeguarding Level 2 and food hygiene
- 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 all staff, 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 environment including relevant Health & Safety and food hygiene requirements (desirable)
- Delivering casework to vulnerable client groups (desirable)
- Managing & supervise 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)
- OISC Asylum Protection Level 1 (essential)
- Commitment to working towards and obtaining OISC Level 2 Asylum Protection qualification, including passing the assessment. (essential)
- OISC Level 1 Immigration registration (desirable)

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.