

## Job Description

### InterAction Project Officer

**Job Purpose:** To deliver the InterAction project which focusses on the weekly drop-ins, outreach work in South Tyneside and an associated casework competency programme.

The weekly drop-in delivers a casework service and an accessible space for social interaction and engagement between volunteers, migrants, and local service providers. In South Tyneside our work with the PCNs supports asylum seekers, refugees and migrants to connect to local services and support. Our regional casework competency programme works to build casework capacity in grassroots organisations.

**Reporting to:** InterAction Project Manager

**Responsible for:** Delivery and smooth running of Action Foundation's InterAction Casework Provision and associated work in South Tyneside.

**Hours:** 28 hours per week (0.8 FTE)

**Location:** Based at Newcastle office, with regular outreach across the North East. Occasional further regional or national travel for training, outreach or networking when safe and applicable to do so.

**Contract:** Fixed-term contract (12 months)

**Salary Scale:** £24,681- £27,250 (pro-rata)

**Annual Leave:** 28 days + English Bank Holidays, pro rata

### Organisational Context

Action Foundation is an award-winning charity that provides opportunities for migrants to overcome exclusion, isolation and poverty. We provide supported accommodation and integration services for refugees, asylum seekers and other migrants across Tyne and Wear. The charity currently delivers its services throughout Tyne and Wear and from premises in Newcastle and Sunderland. Having been established for over 15 years, the charity has grown to support over 1,900 people a year with over 100 volunteers, 25 staff and a turnover of approximately £1m.

## **Team Context**

The aim of our InterAction project is to support asylum seekers, refugees, and migrants to make informed decisions and overcome the immediate barriers they are facing and integrate successfully into their communities in the Northeast. The project does this through person-centred support to address an issue or concern raised by an individual, and through building connections to services, organisations and peers.

We provide support through trained caseworkers, many of whom are volunteers with lived experience of the immigration system and are fluent in multiple languages. We work out of drop-ins in Newcastle and South Tyneside, offering social spaces where people can enjoy talking to others, pick up free food and clothing, or get a haircut.

## **Duties & Responsibilities**

### ***Casework Competency Programme***

- Support regional Drop-Ins to build casework capacity
- Support regional Drop-Ins to develop and grow volunteering teams

### ***Community Development***

- Identify and engage potential partners in South Tyneside who can provide activities, training and volunteer opportunities for asylum seekers and refugees
- Deliver/support free training to local organisations to make support in the community more accessible to asylum seekers, refugees and migrants

### ***Project Monitoring & Evaluation***

- Data input and processing using our inhouse database
- Completion of case study write ups
- Support quarterly reporting on outcomes
- Support the end of project evaluation
- Conduct regular client surveys

### ***General***

- Work with the Communications Team to develop and distribute communications materials that support the project and help clients access support
- Be able to represent the organisational ethos to supporters and stakeholders as required through day-to-day work
- Work with the team & volunteers to coordinate volunteer expenses and running costs
- Other tasks as required and in keeping with the level of responsibility and scope of the role.

### ***Casework***

- Advising clients of the correct support options and on their entitlements to healthcare, housing, legal services, benefits, asylum support, etc.
- 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 (IAA Accredited)

### **Other Drop-In Responsibilities**

- 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
- Deliver casework support in Drop-Ins
- 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.

### **Personal Specification/Key Competencies**

Action Foundation is an Equal Opportunity employer, and we welcome applications from all sectors of the community.

#### **Experience**

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|--|-----------|
| • Case management experience   | Essential |
| • Volunteer management   | Essential |
| • Community development experience                                       | Desirable |
| • Supporting vulnerable individuals / dealing with safeguarding concerns | Desirable |
| • Working with interpreters/those speaking English as a second language  | Desirable |

#### **Knowledge**

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|--|-----------|
| • Knowledge of the charity sector                                  | Desirable |
| • Knowledge of casework or CRM systems                             | Desirable |
| • UK asylum system and refugee sector                              | Desirable |
| • Monitoring, Evaluation and Learning (MEL)                        | Desirable |
| • An understanding of the need to maintain safe working boundaries | Essential |

#### **Skills**

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|---|-----------|
| • Interpersonal, teamwork, negotiating and organisational skills  | Essential |
| • Ability to plan and deliver against targets   | Essential |
| • Knowledge of using outcome stars with clients   | Desirable |
| • Ability to prioritise, multi-task and work well under pressure  | Essential |
| • Excellent analytical skills and the ability to communicate complex issues simply                            | Essential |
| • Excellent written and verbal communication skills to all stakeholders                                       | Essential |
| • IT skills, including working with Microsoft Office programmes   | Essential |
| • Confident with data input and processing  | Desirable |
| • The ability to network confidently, creatively and flexibly with a wide variety of people and organisations | Desirable |
| • Ability to speak another language   | Desirable |

**Personal qualities**

- Absolute integrity with a commitment to transparency and openness Essential
- To be committed to supporting vulnerable migrants Essential
- To be supportive of the ethos and values of the charity Essential
- A full driving licence and use of own car Desirable
- Flexibility and adaptability Essential

**Qualifications**

- Volunteer Management qualification Desirable
- Community Development qualification Desirable
- IAA Level 1 Asylum & Protection Desirable
- Minimum English language proficiency at Level 2 or GCSE 9 to 4 (A-C). Essential

**Note:**

- This job description is not exhaustive, and amendments and additions may be required in line with future organisational changes.
- Please note our recruitment procedures follow safer recruitment, our commitment to safeguarding, and the need for two references, disclosure and DBS.