



Nottingham & Nottinghamshire
REFUGEE FORUM

Initial Accommodation Outreach and Liaison Worker

JOB DESCRIPTION

Post:	Initial Accommodation Outreach and Liaison Worker
Hours:	15 hours per week
Location:	NNRF Sycamore Centre, 33a Hungerhill Rd, Nottingham, NG3 4NB
Salary:	£24,926 per annum pro rata
Contract Length:	6 months, subject to funding
Responsible to:	TBC

JOB SUMMARY:

As our Initial Accommodation Outreach and Liaison Worker, you will coordinate the response of partner agencies working closely with colleagues at Nottingham City Council, you will also be supporting asylum seekers placed in initial accommodation across Nottingham. You will provide casework support, advocacy and advice, to clients to ensure they have the best outcomes and support while staying in temporary accommodation. You will consider the needs of clients including health and wellbeing as well as escalating safeguarding issues that arise. You will also empower clients to navigate their circumstances with increased confidence and resilience and have better understanding of the asylum process and expectations around this.

MAIN DUTIES & RESPONSIBILITIES

SERVICE DELIVERY

Partnership work and Communication

- Work alongside colleagues at NNRF and Nottingham City Council and liaise between hotel management, local service providers, government agencies, and asylum seekers.
- Attend and coordinate partnerships and represent NNRF
- Coordinate support in the initial accommodations
- Communicate effectively with diverse stakeholders, ensuring that all parties are informed about client needs and progress.
- Demonstrate cultural awareness and sensitivity when interacting with clients from various backgrounds, understanding their unique experiences and challenges.
- Foster a welcoming environment for asylum seekers, respecting their cultural, religious, and linguistic differences.

Education and Empowerment

- Provide information to asylum seekers about their rights, the asylum process, and available resources.
- Empower clients to make informed decisions by offering guidance and clarifying complex legal and procedural matters.

Casework and Reporting

- Use Advice Pro Case Management System to record all interactions with individuals and hold a caseload
- Prepare regular reports for management and relevant agencies, detailing client status, challenges, and successes.

Training and development

- Stay informed about changing laws, regulations, and procedures related to asylum and immigration.
- Participate in training sessions to enhance cultural competency, communication skills, and crisis management techniques.

ORGANISATIONAL RESPONSIBILITIES

- Attend staff meetings and cooperate in personnel procedures such as appraisal and supervision
- Work with other staff as designated, help prepare and set up events such as Refugee Week, conferences and AGMs.
- Support other NNRF services i.e. General Advice when required.
- Any other duties which may reasonably be regarded as within the nature of the duties and responsibilities of the post, subject to the proviso that any changes of a permanent nature will be incorporated into the Job Description in specific terms, following consultation with the postholder.

This list of duties & responsibilities is not intended to be exhaustive. The post holder will be expected to perform additional tasks when required; these tasks will be in keeping with the general profile of the role.

PERSON SPECIFICATION

Candidates will be short-listed on the following specifications and need to address each of them in their application. All relevant experience whether paid or voluntary, in the UK or overseas may be included. NNRF values different & creative ways of working.

E – Essential, D – Desirable

Experience

- Minimum one year's recent experience of providing advice and support in a paid or voluntary capacity to refugees and asylum seekers (E)
- Experience of working with volunteers and staff within the charitable sector (E)
- Experience of liaising and negotiating with external agencies (E)
- Experience of keeping accurate work records and writing reports (E)
- Experience of working with professional interpreters, both face to face and by phone (D)
- Lived experience of forced migration (D)

Knowledge and Competencies

- Knowledge of statutory and voluntary sector services (E)
- Skilled communicator in English both orally and in writing with the ability to produce high quality formal correspondence (E)
- Good interpersonal skills and effective in influencing others (E)
- IT competence including Microsoft packages, databases, use of the internet and email (knowledge of AdvicePro is an advantage) (E)
- Work in a flexible and agile way, adapting to changing circumstances in a positive and solution focused way (E)
- Fluency in languages in the refugee community (D)
- Knowledge of safeguarding (D)

Personal Characteristics

- Able to relate sensitively to a wide range of people from many different ethnic, religious and cultural backgrounds
- Able to empathise with the life experiences of refugees and asylum seekers and recognise their possible effects on needs, attitudes and behaviour
- Understanding of the importance of maintaining confidentiality and an awareness of measures that are needed to ensure it
- Able to maintain good professional relationships with colleagues in other agencies
- Able to work in a co-operative, supportive manner within a small team
- Approachable and friendly personality
- Good time-manager, able to work on own initiative
- Willingness to work variable hours, including out of hours and/or at weekends as needed