

CASEWORKER – GROWTH GATEWAY

(Big Lottery Building Better Opportunities – Refugees into Sustainable Employment Contract)



Job Description

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| Introduction |
| <p>Renaisi has been delivering RISE to support refugees in 10 boroughs in North & East London into sustainable employment since 2017, and funding is in place until 2022. This project is funded by the European Social Fund and The National Lottery Community Fund.</p> <p>The purpose of our Employment Programmes is to assist hard to reach communities back into the labour market by providing individuals with direction through a specially designed menu of services. These services include engagement, diagnostic assessment, employability skills, advice and guidance, signposting to specialist provision and short vocational courses, jobsearch, assistance with interviews, and in work support.</p> |
| Function of the Post |
| <ul style="list-style-type: none">• To assist in the delivery of Renaisi's Refugee's into Sustainable Employment (RISE) programme to high quality standards• To engage with our target groups and register participants onto the employment programmes, particularly through refugee community organisations, Job Centre Plus and Local Authorities• To conduct eligibility and initial assessments and refer ineligible participants to alternative provision• To support participants through a number of group activities aimed at building confidence, wellbeing and skills• Acting as a single point of contact, you will provide information, advice and guidance services to participants on your caseload, including: face-to-face appointments and support sessions; producing action plans; assisting participants through our programmes of training and employment support.• Keep accurate participant files and records (including use of our database(s)), and produce output evidence stencils for the compilation of monitoring returns for our funders.• To work with other members of the RISE team to establish and maintain a comprehensive service to promote skills development and address worklessness. |
| Duties & Responsibilities |
| <ul style="list-style-type: none">• To be accountable for achieving agreed outcomes, output and personal targets including training and further education targets• To manage a caseload of participants requiring Information, Advice & Guidance (IAG), wellbeing support and confidence building• To act as the single point of contact for your caseload of participants• To refer to internal training courses• To act as a champion to your participants, listening to their issues and supporting them along their journey• To work with RISE partners to share information, collate feedback and make suggestions to the activities being delivered against the needs of the caseload |



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- To work closely with participants to identify their needs, refer to external or specialist provision to overcome complex barriers to employment
- Work with participants to produce individual (SMART) Action Plans with clear goals and actions to overcome identified needs and barriers and provide a clear pathway towards the labour market.
- To provide participants with a range of different activities aimed at addressing multiple and complex barriers to employment including welfare, language, wellbeing, resilience and confidence.
- To deliver group workshops
- To work towards the achievement of quality and compliance KPI's
- To work within the guidelines of ESF and The Big Lottery
- To source suitable employer vacancies and volunteer opportunities through business development to meet the needs of your caseload
- To support Participants in group activities taking into consideration their personal circumstances and previous history
- To provide on-going in-work support (aftercare) for participants once they are in employment, both one-to-one and in conjunction with their employer, for up to 26 weeks
- To advocate on behalf of participants in regards to benefits and housing
- To engage with a range of specialist organisations to support your participants with issues including mental health, debt and homelessness
- Keep detailed records of review meetings and collect participant feedback
- Administer incentive payments, complete travel costs claims, and complete childcare funding or benefits applications with participants.
- Ensure maintenance of accurate records of participant data and maintain participant confidentiality.
- To adhere and work to our quality standards such as Matrix, Investors in People, ISO9001, etc.
- To complete a number of different administrative duties relating to both participants and contract holders.
- Promote equal opportunities and cultural development.
- Carry out all duties in accordance with Renaisi, its Equal Opportunities Policy and Renaisi's Charter.

Notes

1. In addition to the above, you will be required to carry out any other duties required to ensure the implementation of the programmes and projects or other areas of work for which the Company is responsible.
2. This list is not to be regarded as exclusive or exhaustive. Any additions or alterations will be put in writing by the Chief Executive.



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Personal Specification

| Job Requirements | |
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| 1. Equalities | <ul style="list-style-type: none">• Proven and demonstrable commitment to the principles and practice of equal opportunities. |
| 2. Experience | <ul style="list-style-type: none">• Working with unemployed adults from varied backgrounds• Communicating with participants where language is a barrier• Experience of obtaining participant feedback and using it to inform service delivery• Working with Refugees who may have experienced sever trauma• Delivering group training sessions and workshops including social wellbeing and confidence• Successfully working in a target driven environment• Delivering information advice and guidance, including preparing individual action/learning/training plans• Supporting clients into sustainable employment opportunities• Providing in-work support (aftercare) to clients who are in employment• Improving employability skills for participants by creating CV's, conducting mock interviews and job search assistance• Team working and delivery of joint targets• Engaging with specialist providers to encourage joint working to aid the participant journey• Delivering training sessions/workshops to small groups of adults• Engaging with specialist providers to assist participants in overcoming barriers to employment• Working on ESF funded programmes• Working towards quality and compliance KPIs• Data input and high level administration |
| 3. Knowledge | <ul style="list-style-type: none">• Barriers to employment faced by unemployed and economically inactive adults• Barriers faced by refugees• UK benefits system including housing, tax credits and Universal credit• Quality and compliance requirements relating specifically to ESF funded programmes• Knowledge of the London labour market, growth sectors and employer needs |
| 4. Skills | <ul style="list-style-type: none">• A high level of communication and interpersonal skills• Bi-lingual• Listening and communication skills• Ability to build a rapport• Caseload management and the ability to prioritise effectively• Team working and the achievement of team targets |



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| <ul style="list-style-type: none">• Problem solving• Administrative skills, including maintaining accurate records, using client management systems |
| <p>5. Qualifications</p> <ul style="list-style-type: none">• NVQ L4 in Information, Advice and Guidance or a minimum of 2 years' experience in a similar role.• A Degree OR a Professional Qualifications in one or more of the following:<ul style="list-style-type: none">- Employment- Training and/or Adult Learning/Teaching- Career development |



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Job Profile

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| Job Title | Caseworker – Growth Gateway (Big Lottery Building Better Opportunities – Refugees into Sustainable Employment contract) |
| Accountable to | Programme Manager |
| Location | Haggerston Community Centre, 8 Lovelace Street, London E8 4FF with travel to multiple locations |
| Salary | £24,000-£28,000 per annum (depending on experience and qualifications) |
| Hours of Work | 35 hours per week, full time working on Big Lottery Building Better Opportunities – Refugees into Sustainable Employment contract |
| Contract | Permanent |
| Probation | 6 months |
| Superannuation | Renaisi is a member of the NEST pension scheme. You will be automatically enrolled into this scheme, subject to eligibility. |
| Annual Leave | 25 days per annum, plus statutory and public holidays |
| DBS Check | You will be required to undertake an enhanced DBS check for this position which the company will pay for. |

