



# SENIOR PROJECT SUPPORT WORKER JOB PACK

## NOVEMBER 2021



We would like to thank you for your interest in applying for the role of Senior Project Support Worker. We hope that the job pack provides you with all the information you need to make a decision whether this role may be right for you.

# Overview of our work at Abigail Housing

Abigail Housing is a Yorkshire based charitable organisation founded in 2007, working across Leeds and Bradford, existing to support refugees and asylum seekers who have fled persecution abroad and become homeless at the end of the asylum process. We have 14 years' experience of meeting the needs of destitute asylum seekers and refugees, alleviating isolation, and preventing homelessness whilst collaborating with other local services to enable those who settle here to rebuild their lives.

Abigail Housing delivers two projects across Leeds and Bradford.

**Leeds Refugee Project** prevents homelessness and supports engagement amongst newly recognised refugees who have recently been granted Leave to Remain. The project does this through accommodation, support to access employment, education, entitlements, and long-term housing, alongside help with managing a tenancy and settling in the local area.

**Bradford Destitution Project** provides accommodation and support up to 19 destitute refused asylum seekers at any given time, across the 5 properties we manage within Bradford, which we either own, lease on peppercorn rents, or have been gifted from generous landlords. We also have an additional large family size property which we own, which is currently accommodating a refugee family. The provision offered at the project is the largest of its kind in the area, enabling asylum seekers to experience stability and safety while seeking legal help to make further submissions to the Home Office. All residents access a weekly drop-in, held at the Safety First Training Centre, at Howard House in the centre of Bradford. This is a welcoming space where residents can collect their weekly allowance of £20, travel expenses to vital appointments and engage with other practical, material and holistic support. The drop-in is delivered by a team of capable and experienced volunteers'. Residents can socialise, enjoy refreshments and snacks, engage in a variety of social and educational activities and receive assistance with case progression. The residents also attend a weekly food bank project at one of the residential houses, this is run by residents and volunteers. Here they can collect individualised food parcels, house sharing bags containing basic essentials and have another opportunity to engage with each other and volunteers for holistic support. The Destitution Project provides residents with stability and safety, promotes social inclusion, encourages independence, and prevents homelessness and destitution.

## Our Vision:

To provide shelter for those fleeing persecution abroad.

## Our Mission:

To provide temporary accommodation and related support to destitute asylum seekers and homeless refugees in West Yorkshire.

## Our Values:

These include; Empower, Inclusivity, Impartial, Non-Judgemental, Equality, Fairness, Compassion, Empathy, Commitment.

# Role Brief

As a Senior Project Support Worker with Abigail Housing, you will be a dynamic individual and the main point of contact for residents accommodated at the service. You will assist the Project Manager in delivering the Bradford Destitution Project and oversee the welfare of the residents accommodated in the 5 houses we manage, ensuring their practical, material, financial and emotional needs are met. You will oversee the management of the 5 houses we operate at the Project and assist residents with managing their Licence Agreements. You will be a team player, demonstrate a participatory working approach, flexible to the needs of the project and able to work on own initiative. You will occasionally be required to lead the service, to cover any absences of the Project Manager, which will also include the supervision of volunteers.

# What to expect from the role

The position of Senior Project Support Worker is a part-time role, 30 hours per week (4 days), working alongside the Bradford Project Manager.

You will be required to work collaboratively with all members of the staff team at Abigail Housing, the charities volunteers and other external partners, organisations and agencies across the network.

You can expect a role which offers variety, autonomy, responsibility, training, opportunities to take initiative and implement new ideas, supports entrepreneurial and enterprising individuals and a board committed to the personal and professional development of staff.

As an organisation we are proud of the reputation we have developed across the network, however we are never complacent and are committed to the improvement and long-term development of our services, ensuring we are working with those we support rather than for those we support. Our key focuses going forwards are to ensure that we do more to provide a voice to those who access our services, providing opportunities for residents to have an input in service delivery, to strengthen partnerships, to develop our services and consider ways to becoming more sustainable. We are also committed to actively working towards becoming an Anti-Racist organisation. We are looking for an individual who will assist us with delivering this vision.

The job description included in this job pack provides more detailed information about the role.

# Abigail Housing

## Senior Project Support Worker

### Job Description

Revised October 2021

**Title:** Senior Project Support Worker (Bfd)

**Salary:** NJC SCP 15-18 £23,541- £24,982 p.a. (£19,079 - £20,249 pro rata) + 5% pension contribution

The worker will be able to claim travel costs at the Local Authority casual car users' or cyclists' rate.

**Contract length:** Permanent (subject to funding).

**Hours:** 30 Hours per week with the equivalent of 25 days' annual leave pro rata + public holidays.

Normal working hours will be 9am-5pm, however the post will involve working occasional evenings and weekends to facilitate meetings, publicity and client support. In such cases time off in lieu is to be taken.

Staff are on-call over weekends on a rota basis. Payment is £25 per day plus TOIL for time worked.

**Primary work base:** Abigail Housing (AH)'s Bradford office – some duties can be carried out from home.

**Responsible to:** CEO and Abigail board of Directors

**Reports to:** Bradford Destitution Project Manager

**Probation Period:** 6 months

## **Background to the post**

Abigail Housing (AH) provides accommodation and support to people made homeless at the end of the asylum process. We have two projects: the Bradford based Destitution Project which houses up to 20 refused asylum seekers who cannot return safely to their country of origin and who are actively working to re-establish their asylum claims, and the Leeds based Refugee Project which houses up to 68 refugees who have recently been granted leave to remain status.

## **Primary objectives of the post**

Following induction and under the ongoing guidance and support of the Bradford Project Manager, the post holder will support refused asylum seekers living in AH accommodation, including support to people as they move on into Home Office support or are granted Leave to Remain status. To assist with the maintenance and running of the houses which AH has responsibility for, as well as to promote the work of the charity to ensure its continuation.

## **Key responsibilities and accountabilities**

### 1. Resident Support

1.1 To liaise with referral agencies to establish effective referral pathways into the project, and to process referrals in communication with the eligibility criteria and in communication with the Bradford Project Manager and relevant members of the subcommittee where applicable.

1.2 To allocate vacant rooms in line with agreed allocation policies and in communication with the Bradford Project Manager; inducting new residents and completing initial paperwork.

1.3 To have responsibility for the general welfare of the Bradford Project's residents, including but not exhaustive; initial assessments, identifying and reporting any risks, referrals and signposting (to ensure support needs are met), registering residents with a GP, ensuring they have a valid HC2 certificate and to maintain accurate records of work with residents.

1.4 To provide ongoing support to residents which enables management of their Licence Agreements, through regular house inspections and visitations.

- 1.5 To ensure that residents receive their weekly cash allowances (£20), food, toiletries and other material support, through the facilitation of a weekly drop-in service and food bank collection service.
- 1.6 To undertake regular house meetings with residents and to discuss and follow up any meeting outcomes in a timely manner and in discussion with the Bradford Project Manager.
- 1.7 To report any identified unacceptable behaviour to the Bradford Project Manager so that appropriate action can be agreed and taken.
- 1.8 To support residents' with move on options, including assisting residents with contacting Migrant Help and to communicate and work with partner organisations, providing relevant information which supports applications for Home Office Support; S4, S95 and S98.
- 1.9. Respond to any other presenting needs of residents as required.
- 1.10 To represent Abigail Housing and the Bradford Project at partnership or other network meetings, aimed at enhancing/developing services/support for asylum seekers.

## **2. Property Management**

- 2.1 To liaise with maintenance contractors and landlords regarding repairs/renovation work and servicing at houses agreed with the Bradford Project Manager and provide access to contractors.
- 2.2 To carry out minor repairs, maintenance and redecoration to properties when required.
- 2.3 To carry out regular house inspections and perform fire alarm tests.
- 2.4 To make sure health and safety policies and procedures are adhered to at all times, with particular regard for fire safety, to ensure the welfare of all residents.
- 2.5 Ensure houses are well maintained and kept at a clean standard, following up any reported repairs and maintenance issues in a timely manner.
- 2.6 To oversee that fire, health and safety testing is performed in line with housing standards requirements, and to liaise with relevant contractors qualified to perform these tests.
- 2.7 To ensure houses are adequately furnished to meet residents' needs, that appliances are working efficiently and equipment is tested where required.

2.8 To purchase new equipment/furniture for properties, or acquire suitable donated furniture, in discussion and communication with the Bradford Project Manager.

2.9 To liaise with the charities Finance Officer and the Bradford Project Manager, to ensure that utilities and council tax are set up at properties and these are paid out of the charity's account.

### **3. Administration**

3.1 To take responsibility for all related record keeping, including but not exhaustive; resident case notes, resident support/evaluation forms, output and outcome monitoring data, invoices and receipts for credit card transactions, referral information, petty cash records, invoices for repairs and purchases needed for the properties.

3.2 To authorise payments through the banking system

3.3 To read and be familiar with applications made for grant funding for the project.

3.4 To provide reports to grant funders for progress monitoring in the absence of the Bradford Project Manager; in communication with the CEO(s), Finance Director and subcommittee.

3.5 To withdraw funds from the charities bank account for the project's Petty Cash, and to take responsibility for making sure petty cash remains topped up to facilitate the provision of resident's weekly allowances.

3.6 To take care of all office equipment and office space.

3.7 To liaise with the project's Administration Assistant to ensure all information related to invoices, receipts, Petty Cash, project data and other required project information is provided as and when required. Facilitating efficient and effective record keeping, service delivery, donor and support acknowledgement, awareness raising and production of the charities newsletter.

### **4. Development Work**

4.1 To assist with representing the charity at fundraising events, managing stalls and giving talks.

4.2 To communicate effectively and professionally with local supporters including; communities, individuals, faith centres and businesses.

## **5. Supervision, Accountability and Training**

5.1 To work for periods of time alone, taking care to consult with the Bradford Project Manager where needed.

5.2 To carry out other duties as may be reasonably required to assist the efficient and effective delivery of the service, as directed by Project Manager (line manager), CEO(s), or the board.

5.3 Occasional support and supervision of volunteers and students on placement with AH, in the absence of the Project Manager.

5.4 To cover the project, ensuring the services it delivers continues to run in the absence of the Project Manager.

### **Decision making**

The post holder will be able to liaise with other AH staff but will probably spend some time each day working alone and be expected to use their own initiative. They will be expected to work within current AH policy and guidelines at all times.

### **Assets, materials**

The post holder will be based at AH's rented offices in Bradford and spend some time also working from home. This will be subject to the operational demands of the project,

The post holder will be responsible for the safe keeping of materials, equipment and cash belonging to the Project. They will adhere to the AH policies regarding health and safety and confidentiality.

### **Equality and diversity:**

Abigail Housing particularly welcomes applications from those with lived experience of seeking asylum in the UK, those from an ethnic minority background and underrepresented communities. Appointments will be made on merit.

# Person Specification

<u>Attributes</u>	<u>Essential</u>	<u>Desirable</u>	<u>Identified</u>
<b>Qualifications</b>	<ul style="list-style-type: none"><li>• educated to degree level <b>or</b> relevant experience, this may include lived experience of the asylum system.</li></ul>	<ul style="list-style-type: none"><li>• relevant graduate degree</li><li>• Other training or qualifications useful to this role.</li></ul>	Application form
<b>Experience</b>	<ul style="list-style-type: none"><li>• Paid or voluntary experience of providing frontline support in the sector, with vulnerable and marginalised communities.</li></ul>	<ul style="list-style-type: none"><li>• Paid or voluntary work with asylum seekers / refugees.</li><li>• Paid or voluntary work within homelessness sector.</li><li>• Experience of working in housing.</li><li>• Experience of volunteer supervision.</li><li>• Experience of leading and facilitating services.</li></ul>	Application form & interview
<b>Special Knowledge</b>	<ul style="list-style-type: none"><li>• Understanding of health and social care issues related to marginalised communities, in the current context.</li><li>• Experience of advocating on behalf of marginalised communities.</li></ul>	<ul style="list-style-type: none"><li>• Understanding issues related to homelessness.</li><li>• A strong understanding of the asylum process.</li><li>• Understanding rights and entitlements of asylum seekers and refugees.</li></ul>	Application form & Interview

## Attributes

## Essential

## Desirable

## Identified

### **Special Knowledge cont.**

- Knowledge of the issues refugees and asylum seekers face.
  - Understanding organisational policies within health and social care.
  - Understanding how charities receive funding.
- Knowledge of housing standards and legislation.
  - Understanding the responsibilities of being a social landlord.
  - Understanding the need for impact assessment for bid writing and reporting to grant making bodies.
  - An awareness and knowledge of the local services in Bradford which support asylum seekers and refugees.
  - Understanding the practical and holistic needs of refused asylum seekers and refugees.

### **Personal Attributes**

- An interest in supporting the wellbeing of asylum seekers and refugees.
- Ability to self-motivate, prioritise and take initiative.
- Demonstrates a professional attitude.

Application form,  
Interview &  
References

## Attributes

## Essential

## Desirable

## Identified

### **Personal Attributes cont.**

- A strong and reliable work ethic.
- Ability to work effectively as part of a team and independently.
- Demonstrates understanding of confidentiality and is committed to providing equal opportunities and engaging in anti-discriminatory practice.
- Excellent written and oral communication skills.
- Empathetic, compassionate and culturally competent.
- Ability to empower others.
- Welcomes a participatory approach from all stakeholders.
- Works in alignment with the principles and values of the organisation.

### **Practical and Intellectual Skills**

- Confident taking initiative and working autonomously.
- Some experience of management and leadership (both paid and voluntary)

Application form, Interview & References

## Attributes

## Essential

## Desirable

## Identified

### **Practical and Intellectual Skills cont.**

- Confident with taking the initiative and working autonomously.
  - A commitment to personal and professional development.
  - Competent in written and spoken English.
  - IT literate, including: Microsoft packages, Spreadsheets, Zoom, Teams.
  - Assured telephone manner.
  - Confident meeting new people, forging new relationships and networking.
  - Awareness of budgeting, and the need for keeping clear financial records.
  - Collating and administrating qualitative and quantitative data effectively, including client records.
  - Competent with using social media.
- Some experience of management and leadership (paid or voluntary).
  - Ability to speak and translate other languages spoken in refugee communities e.g. French, Arabic, Amharic, Farsi, Urdu, Pashto, Tigrinya.
  - Knowledge of using databases.
  - Sound experience of collaborative and partnership working with other like-minded organisations.
  - Confident speaking manner and the ability to present the work of the charity when required.

Application form,  
Interview &  
References

## Attributes

## Essential

## Desirable

## Identified

### **Additional Requirements**

- UK driving licence and access to own vehicle.
- Willing to work flexibly (including home working).
- Willing to work On Call to provide out of hours cover on alternative weekends, public holidays, and covering staff absences (daytimes).

Application form & Interview

## Key Details

**Hours:** 30 per week

**Location:** Bradford Project Office and Home Working

**Salary:** £23,541 - £24,982 per annum, full-time equivalent (19,0729 - £20,249)

**Contract:** Permanent (subject to funding)

**Closing Date:** 15th November 2021

**Interview:** 19th November 2021

**Prospective start date:** 23rd November 2021

# How to Apply.

To apply for the post, please complete and send the attached application form, alongside a completed equal opportunities monitoring form, to [amanda@abigailhousing.org.uk](mailto:amanda@abigailhousing.org.uk).

You will need to provide contact details of two referees, one of which should be your most recent employer.

Please provide evidence of how you meet the person specifications within your application.

The closing date for applications is the 15th of November 2021.

Interviews will be conducted Friday the 19th of November at our Leeds Office.

*Please be advised we will only contact short-listed candidates*