

Job Description

Support Worker

Responsible to:	Support Team Manager
Location:	Baca office, Loughborough, England. The role requires regular travel in Loughborough and Leicester. The role may also require travel to wider areas of the Midlands and the UK.
Hours:	30 hours per week with evening and weekend work.
Contract:	Permanent
Salary:	£18,000 to £22000 per annum pro rata

Overall Purpose

- To provide support and care to the young people who are newly arrived in the country, providing the foundations for them to rebuild their strength, dignity and grow their hope for their futures.
- To partner with social workers and representatives from other agencies, for the benefit of the young people.

Duties Responsibilities

- To be a key worker for a number of young people who are in the care of Baca, providing high quality holistic support for their transition to adulthood.
- Playing an active role in developing knowledge and understanding in areas relevant to the role and especially in the areas of asylum and refugee law, trafficking, supporting separated children and the cultures of different nations relevant to Baca.
- To work proactively and collaboratively to ensure all young people are safeguarded and taking the initiative in resolving any issues that may arise with young people.
- To be a role model to all young people in Baca's care, providing care and compassion without discrimination of age, race, colour or behavioural issues.
- Support young people in developing essential life skills in line with the individual support plan to prepare them for independent living. Training young people in living skills such as washing, cleaning, cooking and safety food shopping and budgeting; proactively and intentionally in line with the Baca pyramid plan.
- Support young people in developing their skills and interests in education, vocation or hobbies.
- Be an active part of a diverse environment of staff and young people from different cultures and backgrounds.
- Develop excellent working partnership with social workers, volunteers and other partners' to provide a holistic development package for each young person enabling them to become independent.
- Actively plan, prepare and participate in all meetings and events that are related to the support of the young people.
- Develop and maintain excellent communication with all members of the team and all external partners and supporters.
- Carry out all administrative work required as part of the role such as month end reports, support plans on time and in a consistent manner.

General

- Play an active and supportive role within the organisation
- Take ownership of files allocated, ensuring they are up to date and stored correctly.
- Maintain strict confidentiality in relation to work undertaken and ensure all confidential material is stored according to Baca's Confidentiality statement and Data Protection Policy.
- Embrace the Vision and Values of Baca and reflect this in working practice.

- Treat all staff and young people fairly and without prejudice, in line with Baca's Equality and Diversity policy
- Be aware of the correct procedures for dealing with any suggested incidences of safeguarding concerns and to follow them, in line with Baca's Child, Vulnerable Adult Protection & Safeguarding Policy
- Adhere to all Baca's policies and procedures.

Personal Specification

Baca is looking for someone who can join the support team and provide support, care and be a role model for young people who are newly arrived unaccompanied asylum seekers aged 16 to 18. They will be motivated and passionate about the work that Baca does and the young people in our care. The successful applicant will have the ability to ensure the support we give to the young people is of the highest quality and goes beyond the statutory standards set. They will be very approachable, reliable and a strong team worker. They will be a great people person who can develop key external relationships. They will also be a very organised and proactive individual. The successful applicant will need access to transport as the role requires visiting the young people in their homes and attending different appointments/meetings across the midlands. The successful applicant will subscribe to and work in line with Baca's vision and values. Someone who is supportive, approachable, responsible, reliable, personable and willing to set boundaries in line with Baca's values.

Qualifications/Knowledge/Experience

- Experience in working with young people and an understanding of cross cultural issues in working with asylum seekers.
- Experience of prioritising workload to meet competing deadlines.
- Experience in use of computers, with experience in Microsoft Office and on-line email systems.

Skills/Abilities

- Ability to provide a strong role model and authoritative figure to the young people and build their trust and respect.
- Ability and willingness to make young people feel safe and welcomed.
- Ability to engage and work with young people in a professional and sensitive manner
- Ability to provide appropriate activities for young people
- Very well organised, able to manage a number of tasks at any one time.
- Ability to remain calm and controlled in all situations with young people.
- Good interpersonal skills and able to interact well with staff and visitors to the office and other properties.
- Ability to use own initiative under supervision within accountability structures
- Enjoys working under pressure.
- Ability to resolve problems and be creative in a team environment.

Other Expectations

- Have a genuine concern for and commitment to asylum seekers/refugees, young people and UASCs in particular
- Ability to work flexible hours in line with the needs of the team and the young people.
- Ability and commitment to work at all times within a framework of confidentiality and anti-discriminatory practice
- Commitment to work within the vision, mission, values and ethos of the organisation.
- A Full clear driving license is essential.