

## **Employment Worker, Returner Project , Refugees & Mentors CIC**

### **Background**

Refugees & Mentors (R&M) supports refugees and migrants to improve their employment prospects and get jobs. A small not-for-profit organisation based in Manchester, R&M have been offering services since January 2017. We have a core Mentoring Project with a team of around twenty volunteers, provide a Work Club in Gorton in partnership with Rainbow Haven and deliver employability courses.

In 2018 the Mentoring Project was accredited with the national quality mark for mentoring, the NCVO Mentoring and Befriending Approved Provider Standard. This year we gained feedback from Mentoring Project volunteers and clients and produced our first organisation social impact report. Feedback from clients has consistently been that R&M should provide more help to refugees to gain UK work experience and jobs. R&M believe there are individuals, organisations, networks and employers who want to support refugees and migrants to improve their employment prospects and we are keen to help this happen.

For further information, including a copy of our 2018-19 Social Impact Report, email [info@refmentors.org.uk](mailto:info@refmentors.org.uk) or telephone 07747080523. Alternatively go to <https://www.facebook.com/RefMentors/> . R&M website will be live this December.

### **Returner Project**

We are piloting the Returner Project to enable skilled refugee professionals to restart their career in the UK. The project, based in Manchester until at least June 2020, will work with at least fifteen skilled refugee engineers, architects, business service, IT and telecommunications professionals and at least two employers. A main objective of the project is to support refugees before, during and after a paid 3-6 month employer placement in their profession, enabling skilled refugees to gain professional paid UK work experience ( at minimum living wage) and enabling employers to fill skills gaps, to take an inclusive approach to recruitment and to diversify their workforce.

This pilot is modelled on good practice developed by an organisation in London called Transitions <https://transitions-london.co.uk> and Transitions and R&M are working collaboratively on the pilot. If successful, the Returner Project will continue after June 2020.

To gain a greater insight into Transitions established work in this area, see the Transitions website <https://transitions-london.co.uk/> .

## **Employment Worker, 14 hours per week**

The Employment Worker contract is until 19<sup>th</sup> June 2020. There is the possibility of an extension if this pilot is successful and R&M have the required funding. Ideally this post will work over three days, with at least one day based in Longsight. There is the option of working from home for non-contact information, advice and guidance, with reasonable expenses paid.

## **Job Description and Person Specification**

### **Part-time Employment Worker, Returner Project, Refugees & Mentors (14 hours per week, ideally over 3 days)**

**Based in Longsight at least one day per week with the option of flexible hours and working from home for non-contact IAG available, with reasonable expenses paid.**

R&M are based at the offices of Rethink Rebuild Society (RRS) in Longsight. Service delivery for this post will take place from RRS, community advice organisations, in public spaces and at corporate client premises ( for work experience placements, mentoring and possible workshops). The post will be managed by the R&M Project Manager and will work collaboratively two hours per week with a Transitions Employment Advisor who will provide remote support during the pilot period.

**Returner Project guiding principles:** Staff, consultants, volunteers and students share the principles that:

- Refugee professionals, as forced migrants, have a legitimate right to be enabled to restart their career within their professional field of work, after a period of orientation and transition.
- It is in the economic and social interest of the UK to facilitate a professional transition for skilled people who have been offered a place of safety in the UK.

**Salary:** £26,317 pro rata, based on 37.5 hours per week full-time.

Actual hours: 14 hours per week. Contract until 19<sup>th</sup> May 2019. There is the possibility of an extension if this pilot is successful and R&M have the required funding.

## **Purpose of the post**

To provide one-to-one and group work support for skilled refugee professionals to enable people to improve their employment prospects and get jobs. For example, labour market orientation, collaborative self-assessment, professional development portfolios, job search, job applications and work experience monitoring. To work with employers, their staff and networks, to create, support, review and evaluate paid work placements and mentoring. To liaise closely with the project manager and other key stakeholders including volunteers, employers, other organisations and professional bodies. To collaboratively contribute to a more equitable skilled labour market in the north and increase skilled job outcomes for refugee professionals.

## **Main duties and responsibilities**

- Providing specialist face-to-face and distance (telephone and web based) one-to-one impartial career orientation and guidance services to refugee professionals, to develop individual professional development portfolios in liaison with professional bodies, sector-representing organisations, volunteers and employers.
- Providing impartial professional development coaching to refugee professionals, including CV writing, effective job search, written presentation, interview and networking skills, through one on one sessions and possibly workshops.
- Working alongside the project manager to recruit, train and support employee mentors.
- Using a range of interventions to empower candidates and increase jobsearch self-confidence such as regular contact/non-contact reviews, peer presentations, facilitated contact with employers and professional bodies and use of social media.
- Developing specialist half day labour market orientation workshops for refugee professionals.
- Monitoring and supporting candidates and corporate colleagues during paid work placements

- Building and maintaining positive relationships with corporate employer colleagues, professional bodies and other relevant agencies.
- Working collaboratively with other R&M services, in particular the Mentoring Project.
- Working collaboratively with all R&M staff, volunteers and students.
- Working collaboratively with Transitions staff.
- Providing expert, collaborative advocacy services in order to engage clients effectively with the skilled labour market.
- Brokering job application opportunities between clients and employers, including direct client applications and in line with the pilot model.
- Ensuring client assessments, referrals and reviews are completed within agreed timescales.
- Monitoring and reviewing progress with clients on a regular basis.
- Establishing and maintaining accurate records on service provision, outputs and outcomes and contributing to reports.
- Lead on planning and overseeing a small pilot project celebration event.
- Developing in-house materials for R&M.
- Providing other reasonable services, in discussion with the project manager.

## Person Specification

This is the section we will use to shortlist people for interview. Please ensure that your application refers to each point, for example by using headings and give examples of your skills, knowledge, experience and qualities. All starred\* specifications are essential requirements.

<b>Permission to work or volunteer in the UK</b>	Evidence of permission to work in the UK
<b>Qualifications / Training</b>	IAG or Career Development qualification at level 4 minimum
<b>Experience, Knowledge and skills</b>	<ol style="list-style-type: none"> <li>1. Well established knowledge of employers and other organisations for professionals.</li> <li>2. * Significant experience of delivering careers information, advice and guidance to vulnerable and multi-disadvantaged individuals in the UK.</li> <li>3. * IT proficiency, including using the internet to search for information, Email, Word and Excel and databases.</li> <li>4. * Organisational and time management skills with the ability to manage a demanding caseload and meet deadlines</li> <li>5. Experience of coaching in self-assessment of transferable skills, labour market researching and career planning.</li> <li>6. * Track record of employment related outcomes for clients</li> <li>7. Understanding of the changing UK employment market and employment related initiatives, particularly in relation to professional groups.</li> <li>8. Results oriented approach, as well as ability to plan and schedule own work to achieve targets.</li> <li>9. Negotiation skills.</li> </ol>

	<p>10. * Project administrative skills with ability to maintain accurate records and monitor outputs and maintain attention to detail.</p> <p>11. Significant knowledge of issues facing refugees in the UK labour market, in particular refugee professionals.</p> <p>12. Knowledge or experience of the refugee sector and relevant supporting organisations.</p> <p>13. * Good spoken and written interpersonal and communication and networking skills (face to face and web</p>
<p><b>Qualities</b></p>	<p>14. * Patience and empathy with disadvantaged jobseekers such a refugees, who are often unfamiliar with UK employment and self-assessment systems.</p> <p>15. * Ability to build clients’ self-confidence and independent job search skills.</p> <p>16. * Ability to work on your own initiative.</p> <p>17. * Ability to work collaboratively and supportively as part of a team and as an individual.</p> <p>18. * The ability to communicate complex information clearly to vulnerable and distressed clients.</p> <p>19. * Excellent listening skills and the ability to establish boundaries to prevent emotional over involvement.</p> <p>20. * The ability to take a flexible and creative approach to the demands of the role, working on your own initiative within a structured team and work plan.</p>
<p><b>Policies, procedures and practices</b></p>	<p>21. The ability and willingness to work within policies, practices and procedures. In particular in the areas of equality and diversity, data protection, confidentiality and safeguarding.</p>

<b>Motivation</b>	<p>22. * Commitment to the principles of confidentiality, impartiality and non-directive advice.</p> <p>23. *Commitment to the aims and objectives of Refugees &amp; Mentors.</p> <p>24. Commitment to carry out other duties consistent with the nature of the post, in furtherance of the projects and in</p>
-------------------	---

**Please note: We particularly welcome applications from suitable refugee candidates.**

**Application Deadline: 9am Monday 4<sup>th</sup> November 2019.**

**Interview date: Thursday 14<sup>th</sup> November 2019.**

**Preferred start date: Monday 9<sup>th</sup> December 2019.**