



# ENTRAIDE (MUTUAL AID)

Three Trees Community Centre

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## Job Description

### Hosting Development Worker (to Support Hosts of Ukrainian Refugees)

<b>Responsible to:</b>	Service Manager
<b>Salary:</b>	£24,000- £25,000 per annum (depending on experience)
<b>Responsible for:</b>	Hosts of Ukrainian refugees
<b>Hours:</b>	Full time (37 hours a week)
<b>Contract:</b>	12 months (fixed) Funding secured until September 2023
<b>Base:</b>	Hybrid/ Chelmsley Wood and/or Solihull office (Travel to other sites will be required)

#### **Background:**

Entraide is a well-established charity based in Solihull. Our aim is to promote the wellbeing of refugees and asylum seekers in Solihull and the surrounding area and also to facilitate their integration into society. We are currently the only refugee specialist organisation in Solihull providing support to around 700 clients a year from 20 different countries of origin. We are regulated by the Office of Immigration Services Commissioner (OISC) to provide advice at Level 1 Immigration and Level 2 Asylum & Protection.

More than 400 Ukrainian individuals have arrived in Solihull since March 2022. They are staying with hosts who have welcomed them into their homes through the UK Government's Homes for Ukraine Scheme. The Ukrainian refugees are receiving support from Refugee Action. Entraide has been asked to offer support to hosts of Ukrainian Households.

#### **What kind of help will hosts get from Entraide?**

- On-boarding and initial orientation for householders expressing interest in hosting Ukrainian refugees. This will include the provision of information on working with Ukrainian refugees as well as good practice and resources on hosting refugees;
- Information on useful services where hosts and guests can access the support they need such as local foodbanks, clothing banks and other essential services that the host can facilitate for their guests;
- An Advice helpline for hosts: a dedicated telephone number will be made available to hosts for them to call if they need advice/guidance on a specific issue affecting their guests and generally, to provide a listening ear to hosts in time of crisis/uncertainty;
- Keeping in touch with hosts. Each host will be allocated a caseworker who will be responsible for keeping in touch with them to provide ongoing support. This will include regular visits to check how they are, identifying any issues and resolving them to avoid hosting breakdown. New hosts will also be offered the opportunity to meet together virtually on a regular basis (to be agreed with hosts). These meetings will be run over zoom and/or face to face (depending on hosts preference) and will provide an opportunity for hosts to share experience with others in their situation.

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Registered Charity in England and Wales. Charity No. 1142919



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Support us via: [www.localgiving.com/entraide](https://www.localgiving.com/entraide)

- Re-matching of guests with new sponsors where it is unviable or unsafe for the sponsorship relationship to continue. Where there is a sponsorship breakdown, Entraide will work alongside the Council to identify an alternative sponsor for the guest.

## **AIM OF THE POST**

The Hosting Development Worker will support new and existing hosts who provide accommodation to Ukrainian refugees in Solihull by delivering the activities above.

## **MAIN DUTIES AND RESPONSIBILITIES**

The following list of duties provides a general outline of the work of the post holder and is not definitive. The post holder may be required to undertake other related duties.

### **Support of Hosts**

- Organise regular training sessions (together with Reset and Solihull MBC) for new households who express an interest in hosting Ukrainian refugees;
- Contact existing hosting households; offer them support to work through the practicalities of hosting to prevent relationship breakdown. This include regular visits/ telephone contacts with hosting households to see how they are and identify any potential issues with their guests;
- Help hosts to find support around specific issues based on the experiences of existing and former hosts. This will include input around maintaining effective boundaries, conflict resolution and working with people who have experienced trauma;
- Empower the hosts (and their guests) to find workable solutions themselves, or with the assistance of other people/agencies;
- Develop a “living together agreement” between hosts and their guests to help reduce tensions and increase mutual understanding;
- support the development of peer-support networks for hosting households in Solihull giving them the chance to meet one another, learn from one another, and find practical advice and assistance for the people they are supporting;
- Assist hosting households to find ways of helping their guests to suitable support, and ways to contribute to life in the UK;
- To assist with the collection and update of information that will support the resettlement and support of hosted households;
- Where necessary, organise meetings with other professionals such as Solihull Community Housing, Children’s Services, the NHS and other local support providers to explain the kind of help they can offer. We want to link Hosts directly to the people and groups who are best placed to help them;
- Working with Solihull Council and Refugee Action to re-match guests with new hosts where it is unviable or unsafe for the sponsorship relationship to continue.

### **Project coordination and Development**

- To assist the Service Manager and trustees to plan, manage, and evaluate this project, in line with ENTRAIDE’s Business Plan and vision and values.
- To ensure regular feedback is sought from all participants (hosts, guests, the council, etc.) and findings integrated into project plans

### **Networking**

- To liaise with relevant groups and agencies as appropriate for the development of this Project
- To work in cooperation with statutory, voluntary, community and faith organisations working with refugees and asylum seekers in Solihull
- To work with other staff to develop publicity and ENTRAIDE’s profile within Solihull and beyond.

### **Administration**

- To maintain ENTRAIDE’s online records and to give written and verbal reports on ENTRAIDE’s services to the Service Manager, Trustees, and Funders, as required.
- To carry out appropriate administrative tasks, working alongside the Service Manager

**General (applies to all ENTRAIDE Staff)**

- To work collaboratively with all other members of the team, and to actively seek opportunities to work jointly inside and outside the organisation
- To attend team meetings
- To support the smooth running of the office, by dealing with telephone enquiries, signposting
- To work flexibly in accordance with the needs of the ENTRAIDE
- To collect and analyse information on the work of ENTRAIDE, producing reports for funders and Trustees as requested by the Service Manager
- To support the Service Manager in the production of reports describing the work of ENTRAIDE including ENTRAIDE's Annual Report
- To participate in the further development of ENTRAIDE and its services in conjunction with the Service Manager, as requested.
- To assist with the development of ENTRAIDE's Business Plan, Policies and Procedures
- To be involved in fund-raising, including preparing funding applications
- To promote greater understanding of refugee and asylum seeker issues through networks and partnerships
- To maintain an up to date awareness of local and national policy and practice affecting Refugees and Asylum seekers
- To complete necessary induction and training and to take part in regular supervisions and appraisals;
- To be responsible for personal learning and development undertake training to increase knowledge, skills and awareness
- To be aware of and employ the general practices of ENTRAIDE's Health and Safety policy and ensure these are adhered to at all times
- To operate within the aims, policies and practices of ENTRAIDE at all times and to be committed to and promote the organisation's Equality Policy
- To ensure information is dealt with in accordance with ENTRAIDE's policies and to ensure that confidential information is secure.
- To provide appropriate information about Entraides services to external parties and to promote a positive image of Entraide. Not disclosing any confidential or commercially restricted information.
- To undertake any other duties as directed by the Service Manager, in line with the responsibilities of this post.

**To apply:** Please submit a single document containing a CV of no more than 2 sides of A4 and a covering letter showing how your experience, skills, knowledge and attitudes match what we are looking for in our person specification to: [info@entraideuk.org.uk](mailto:info@entraideuk.org.uk) Applications without a covering letter explaining how your skills and experience match the requirements of the role will not be considered.

**For more information** or an informal discussion about the opportunity please contact: Felix Kupay on 07948602313 or by email at [felixkupay@entraideuk.org.uk](mailto:felixkupay@entraideuk.org.uk)

**Deadline for applications:** 15<sup>th</sup> October 2022 at 5:00pm. Interviews will be held shortly after that via Zoom.

**Please note:** We do reserve the right to close this advertisement early if we receive sufficient suitable applications.

## PERSON SPECIFICATION

<b>Experience</b>		
1	Can demonstrate at least 1 years' experience of supporting staff or volunteers who support people at risk of harm or exploitation, refugees or other migrants	Essential
2	Experience of working in ways that recognise and respect difference, challenge inequalities, and which will empower refugees, volunteers, and colleagues	Essential
3	Can demonstrate at least 1 years' experience of facilitating/delivering successful group work, training and presentations	Essential
4	Experience of working to targets and reporting against these	Essential
5	Experience of supervising people hosting refugee, foster carers or supported lodgings hosts	Desirable
6	Experience of planning, managing and delivering projects	Desirable
<b>Knowledge/Understanding</b>		
7	Understanding of the power imbalance between the hosts and their guests, boundaries and how hosts can empower their guests and avoid uncomfortable situations in their household	Essential
8	Can describe the potential safeguarding issues that Hosting Refugee Households might experience, and how to detect and manage them	Essential
9	Can evidence experience and knowledge of managing risk, and safeguarding the health, safety and wellbeing of hosts and their guests	Essential
9	Can describe the pressures and difficulties refugees and migrants can face when establishing themselves in a new country	Essential
10	Can demonstrate competence with IT to support a wide range of tasks, including Word, Excel, Outlook, WordPress and social media (Facebook, Twitter)	Essential
11	Can explain how gender, ethnicity, dis/ability and sexuality impact on the way people ask for and get help	Essential
12	Can describe how you would find, understand and engage with other organisations supporting refugees and migrants in Solihull and the surrounding area, and in particular, people from Ukraine	Desirable
<b>Abilities</b>		
13	Can demonstrate the methods you use to ensure your group-work is respectful, inclusive and motivates other people.	Essential
14	Can demonstrate the ability write and speak clearly in English, and how you ensure you are understood (including communicating with people who have English as a second language)	Essential
16	To keep records of what we do, and to use these records to spot trends and make improvements.	Essential
17	Demonstrate how you have worked flexibly as part of a team, and to build and sustain strong working relationships with a wide range of people.	Essential
18	Explain how you would collaborate with and involve refugees and migrants in the way ENTRAIDE plans, delivers and reviews its services	Essential
19	Explain how you work effectively under pressure, delegate effectively, and take a "can do" approach	Essential
20	Fluency in a relevant community language (e.g. Ukrainian, Russian, Pashto, Arabic, Farsi etc.)	Desirable
<b>Personal Qualities</b>		
21	A high degree of personal motivation and a willingness to learn new skills, take on challenges and undertake relevant training	Essential
22	Willingness to give and receive constructive feedback	Essential
23	Committed ENTRAIDE's Vision and Values	Essential
24	Willingness to work flexible hours	Essential
25	Car owner / driver	Desirable