

### **Asylum and Refugee Housing Support Practitioner**

**Salary:** £ 16 per hour

**Contract and term:** Self-employed 12 month contract, with a 3-month probation

**Hours:** 35 hours per week Mon – Friday

**Location:** Flexible, with time split between our office and partner organisations office in Southwark, local community and working from home

**Start date:** TBC

**Deadline:** 31st of August 2024

**Are you passionate about supporting refugees and prevent homelessness?** Kineara has a new vacancy for an experienced Housing Support Worker to join our small and dedicated team in this new project supporting recent granted refugees to find accommodation.

#### **About the project**

Set up by the Southwark Community Refugee Forum, alongside Southwark local community and charity organisations. Kineara provides a weekly drop-in surgery at the St Giles Center giving support and advice to refugees struggling to find PRS due to many barriers, including language. In 2023 the collaboration was formed to respond to the increasing need for housing support to asylum seekers with newly granted refugee status after the Home office made changes to the way they process asylum seekers.

After 9 months of delivery, we are excited to have secured funding to deliver this work fulltime alongside our PRS Renters Support Programme in Southwark. We will provide crucial crisis support to vulnerable renters and are looking for a passionate housing support worker to be part of the next phase of the project.

You can find out more about the work [here](#).

#### **About Kineara**

Kineara is a unique community interest company that supports people in poverty across London who facing barriers to housing, employment and education. We identify and address barriers by providing holistic support for families, vulnerable adults, and school pupils, and deliver intensive one-to-one interventions to those in need of extra help through challenging times. We use holistic, trauma-informed methods, partnership working and a flexible, non-judgemental approach that puts the needs of those we work with first.

#### **About the role**

We are looking for an experienced, enthusiastic, and energetic support worker to take up a full-time role within our organisation as a Housing Support Practitioner in our small and dedicated team. The role will be based mostly in Southwark, and you will be working in partnership with the Council's housing officers and resettlement workers, refugee support organisations, community services. The role involves coordinate tailored support for each client to find and sustain tenancies, mediating with landlords where necessary and providing housing advice. The objective of this programme is to support access to PRS properties, provide information about housing market and policies, help set up sustainable tenancies, increase employment opportunities, improve wellbeing, and increase educational outcomes. You will be working in partnership with other stakeholders, such as council and refugee support professionals to improve family health, build relationships and engage families and individuals and their networks of support.

### **About you**

You will have experience of working with individuals with complex needs. You will be an enthusiastic person who is self-motivated, confident and thrives when working independently with a passion to support change. You will have excellent interpersonal skills, experience delivering holistic support, be a solution-minded thinker, have a good understanding of strength-based approaches and be able work sensitively and empathetically with people in vulnerable circumstances. You will also have experience working in a systemic and therapeutic way and ideally have trauma informed training or experience. It is also important to us that you have the competency to work with people from a variety of cultural backgrounds. To work as part of a team and independently, the roles require you to think creatively and use the resources around you effectively.

### **Job description and main responsibilities**

- To deliver Kineara's intervention supporting refugees leaving Home Office accommodation to find private rented accommodation to prevent homelessness. Provide practical and emotional support to improve security and sustainability of the tenancy and the client's overall wellbeing.
- Use a holistic flexible approach to support individuals and families with regards to their specific individual support needs, while working towards overall project objectives and personal, tailored client outcomes.
- To communicate efficiently with our partnership organisations regarding the delivery of the interventions. Attend regular update/ review meetings with stakeholders.
- Work alongside Housing Officers, Refugees Project Workers supporting refugees, Southwark Law Centre, Social Workers and other professionals with the aim to build a working support network for the family.

- Deliver workshops on housing advice and access to private rented accommodation to community organisations that support refugees.
- Communicate with landlords and property agencies about properties and viewings to support the client finding a new home.
- Help maximise the family income by applying for qualifying benefits, and financial grants such as discretionary housing payments and council tax reduction, applying for household items such as white goods and beds, helping with benefits and reducing utility debts.
- Refer client to other suitable organisations such as counselling, substance misuse treatment, educational/employability courses, Mental Health Services (CAMHS, SLAM)
- Record case work data for monitoring.
- Overall be the voice of the family and the individuals who need your commitment and support.
- Presentations to introduce the service/programmes within different teams, departments and potential stakeholders.
- Contribute to blogs, articles or case studies about the project with the Communications Team.

### **What you can expect from Kineara**

Kineara will offer you an opportunity to be part of a dedicated small team that works closely together while encouraging independence and autonomy. This is a busy and hands-on role where each day is different, and you will be based at our partners and our office in Southwark, at home, and out in the community. The role will provide you with support and supervision from our experienced project manager, as well as the flexibility to work to your clients' needs. With us, you will have an active voice in the organisation and your input in how our organisation develops will be highly valued. We are committed to providing a nurturing environment in which our staff can develop their skills, take on new opportunities and challenges, and grow professionally.

We work with many clients with complex needs, mental health needs and who have faced trauma and we understand delivering support in this environment can be emotionally challenging. We ensure that wellbeing of our staff is a priority. Kineara provides a wellbeing package for all practitioners to encourage work/life balance and self-care for our staff.

Kineara invests in its workforce, we will be providing on the job training in holistic working as well as accredited training for professional development.

We are committed to equality, diversity and to providing a non-oppressive and non-discriminatory environment for our staff – in exactly the same way we treat our clients. We are an active equal opportunities employer and so especially welcome applications from traditionally under-represented backgrounds.

## **Person Specification**

### **Education, Qualifications & Training**

Essential:

- NVQ Level 4 foundation or equivalent in relevant field e.g. Health, social care, adult education, education, working with parents.
- English and Maths GCSE at grade A-C or equivalent.

Desirable:

- A relevant degree
- Training in trauma informed approaches and / or holistic support
- Good understanding of one or more of the following language:
  - Arabic
  - Kurdish sorani
  - Farsi/Dari
  - Pashto
  - Tigrinya/Amharic

### **Knowledge & Experience**

Essential:

- 2 or more years of direct experience of undertaking assessments and devising action plans for individual or families with complex needs for a local authority, Registered Social Landlord, community organisation or support service.

- Practical knowledge and experience of working with vulnerable individuals including refugees, who typically find it difficult to engage with services
- Able to communicate clearly and have honest, and sometimes challenging conversations with those we work with
- Experience completing person-centred one-to-one assessments with clients to identify support needs
- Understanding of housing law, direct experience of working in partnership with local authorities, homeless organisations and public sector stakeholders
- Good understanding of policy and procedures related to homelessness, benefits and housing market
- Liaise and apply for appropriate local authority support such as rent in advance, deposit and incentive schemes, assisting with access to Discretionary Housing Payments for those that are unable to maintain payments on rent due date and setting up payments directly to the landlord
- Complete Financial action plans, apply for grants for household items
- Taking the role as a lead professional, organising and chairing meetings with professionals
- Experience of delivering workshops and presentations to community groups.
- Good understanding of child protection policies and procedures and the importance of safeguarding children, young people and vulnerable adults
- Good understanding of Systemic theory, strength-based theory, task-centred, trauma informed approach and whole family working approaches
- Experience of setting appropriate professional boundaries with individuals and families
- Experience of engaging families in community activities and events
- Knowledge and direct experience of developing and maintaining effective relationships
- Experience of recording progress and monitoring outcomes.

**Desirable:**

- Experience of successful grant applications
- Demonstrable experience of sharing information to improve outcomes
- Knowledge of trauma informed approaches
- Knowledge of additional support services available for families and experience of signposting or referring families to these services
- Experience of using holistic methods to provide whole family support
- Experience in supporting families to make positive choices

**Skills & Attributes**

- Excellent communication skills.
- Reliable, with high integrity and strong work ethic

- Highly engaging and able to motivate resistant and hard to reach families
- Confident and able to work alone and complete home visits when required
- Create, maintain and develop relationships with families and professionals and to maintain professional boundaries
- Able to keep excellent records of work and confident with IT systems
- To work in a non-confrontational manor and show empathy towards those we work with
- Committed to improving outcomes for families
- Committed to anti-oppressive and anti-discriminatory practice
- Effective verbal and written communication skills
- Ability to travel locally and across London

Fluency in a second language

**HOW TO APPLY:** Please send a CV and a cover letter explaining how you meet the criteria for the role. Please also include:

Why you wish to apply for this role

What you would like to gain from this role

Your relevant experience, knowledge and skills, based on the person specification above.

What other qualities you have that you could bring to the role

Whether you have an up-to-date DBS and DRB check.

When you are available to begin work

**Send your CV and letter to:** Sandra Axell, [saxell@kineara.co.uk](mailto:saxell@kineara.co.uk). We look forward to receiving your application!