MESH Project Case Workers
(0.8 x 2)

Hours of work: 30 hours per week (x 2) – job share applications welcome. 21 month contract.

Salary: NJC Scale 26-28: £23,866 - £25,463 per annum, pro rata

Reporting to: The post holders will be employed and line managed within two local organisations in Brighton & Hove – Voices in Exile and the Trust for Developing Communities. Their work will also be overseen by the MESH Co-ordinator who will ensure that they are reporting on and meeting the overall project objectives.

Overall aim of the post

There are a large number of organisations supporting ESOL learning and other migrant needs in Brighton and Hove, so navigating these can be difficult. MESH (the Migrant and ESOL Support Hub) links these services into a network and is the first point of contact in Brighton & Hove for whatever support is needed, working with people on a one-to-one basis and connecting them with the right support as soon as possible.

MESH is seeking two highly motivated project case workers to assist the delivery of an innovative package of support to migrants. Between them, the team (composed of the Hub Co-ordinator and 2 x 0.8 Project Case Workers) will provide an integrated 'one stop' advice service for migrants 16 years and over, providing a welcoming gateway to ESOL provision and other support services across Brighton and Hove. The support provided will mostly be intensive in nature, with each worker holding a caseload of migrants for whom they will map progression pathways and make multiple interventions in order to maximise their chances of achieving their aims in relation to education, employment and integration into the life of the City.

Job Description

- Intensive Information, Advice & Guidance casework, along with signposting and referrals to enable migrants to access:
    - appropriate ESOL provision
    - local services
    - membership of local representative groups
    - employability & financial education
    - other sources of specialist advice, where needed
- Generate and manage a caseload including appropriate planning for progression with bespoke packages of support
- Perform outreach to children's centres, food banks, schools and other venues and settings in order to access potential beneficiaries for the scheme from amongst the most excluded migrant communities
- Play an active role in promoting the project through networking and liaison with referral destinations
- Keep accurate and up-to-date records of all project participants to measure outcomes and progress, including maintenance of the Hub's database

- Provide monitoring and evaluation information to the Hub Co-ordinator as requested
- Contribute to the development and delivery of regular participatory participant consultation events
- Work alongside and assist volunteers in supporting project beneficiaries

Other duties will include

- Operating safely within the workplace with regard to TDC/VIE's health and safety policies, procedures and safe working practices.
- Working within TDC/VIE's Equalities and Diversity Policy through personal example, open commitment and clear action, ensuring fair treatment in employment, service delivery and external communications
- Adhering to TDC/VIE's policies and procedures on confidentiality and the management and sharing of information; and to work at all times within the established policies and practices of TDC/VIE.
- Attend regular supervision sessions, actively participate in staff meetings and undertake any training as required, or which has been identified through the appraisal process

Person Specification

Applicants will not necessarily need to possess all of the following as some training and development can be provided. Please indicate the degree to which you meet each criterion in your application.

Qualifications and Knowledge

- Knowledge of adult literacy / ESOL levels, context and development
- Knowledge of migrant support needs, including the national context

Experience

- Experience of working with migrants, refugees or speakers of other languages
- Experience and knowledge of working collaboratively with key statutory services and community and voluntary sector organisations
- Experience of working in the field of further / adult education / ESOL
- Experience of person-centred planning for people with low level literacy / language skills and multiple/complex barriers to education and employment
- Experience of involving learners / participants in service planning and decision-making processes
- Experience of working alongside, and supporting, volunteers
- Experience of working to, and reporting on, set targets

Skills Abilities and Qualities

- Impeccable record keeping practices
- Ability to work collaboratively with a wide range of partners, volunteers, colleagues and participants
- Ability to manage a caseload
- Ability to maintain confidentiality appropriately when working with vulnerable people
- IT proficiency and experience of using social media interfaces