



Support Worker, Ukraine Project (IPC)

Role: Support Worker, Ukraine Project (IPC)

Location: IPC office, Middlesbrough

Term: 2-3 days per week (part-time), initially on a six-month contract. There will be some flexibility but the role will include two mornings/afternoons per week, and the candidate will be expected to have some occasional weekend availability.

Start date: Immediately

Compensation: £17+ per hour, based on experience

Accountable to: IPC director

About the role:

The support worker will provide informational support and advice at a new drop-in service for Ukrainians in Teesside and North Yorkshire, as they adapt to life in the UK. The drop-in service will help Ukrainians to navigate issues of integration, housing, employment, and finance. Taking over some responsibilities from an existing support worker, the role will also be expected to include contributing to IPC's monthly schedule of events that provide social support and promote mental well-being and community integration locally. The role will primarily be in Teesside, with some outreach in North Yorkshire.

About us:

Investing in People and Culture (IPC) is a registered charity promoting the social and economic inclusion of asylum seekers, refugees and migrant communities in the North-East of England. The charity works closely with local authorities to identify gaps in service provision, signpost, and contribute to community-wide efforts. IPC also delivers REPOD, one of six programmes in the country assisting migrant medical professionals with the process of requalifying to practise in the UK. Since 2022, IPC's Ukraine project (Ukraine2UK.org) has played a critical role in supporting Ukrainians fleeing the conflict and assisting with the integration of Ukrainians arriving to North Yorkshire and Teesside, working closely with partners under the government's Homes for Ukraine scheme. This has included English provision and social gatherings in North Yorkshire and Teesside, and support to hosts, interpreting, housing assistance, and employment advice.

Job Responsibilities:

- Provide a reliable source of local informational support from IPC's Ukraine drop-in centre, meeting with Ukraine clients and dealing with enquiries to advise and signpost on any matters relating to integration
- Assist in filling in paperwork and/or making calls for Ukrainians where limited language skills may be causing an issue

- Foster links with key service providers and information/support hubs locally and nationally, where they may benefit clients
- Contribute to monthly events schedule for Ukrainians
- Document drop-ins, keeping a good register and record of casework
- Pay attention to health & safety, confidentiality, and safeguarding needs, following procedures and escalating according to organisational policy where needed

Criteria:

- Experience in a helping role that included navigating local services and sources of support (including working with government services or local authorities)
- Excellent spoken and written English, and confident in communicating clearly and with empathy
- Good IT skills, such as use of spreadsheets and word processors
- Capable of working with initiative and independently, subject to agreed policies and procedures
- Clean driving license, and an up-to-date DBS check
- Knowledge of Ukrainian/Russian language, or experience with the Ukrainian community (or other migrant communities)
- Some community events organising experience would be beneficial, but not essential

Deadline for applications: 31 May 2024

Please email CV and covering letter to ed@i-p-c.org