**Job Description**

** Stockton Service Navigation Project (SSNP)**

**Asylum Seeker/Refugee Navigator**

**Reporting to:** SSNP Team Leader

# Responsible to: PCP Chief Executive and Board of Trustees

**Located:** Stockton, significant outreach work will be required

# Scale/Salary: PCP Band 5, Scale Point 19 £18,823 per annum, pro rata

# Hours: 18.5 hours per week

# Job PurposeS:\Project Services\Stockton Navigation Project\Marketing\Logos\SSN Logo.jpg

* To work one-to-one with vulnerable asylum seekers and refugees to help them to access suitable support services across Stockton on Tees.
* To provide ‘Navigation’ support including: personalised assessment, action planning, information, signposting and practical support for asylum seekers and refugees across Stockton on Tees

**Job Description**

1. To undertake assessments with clients to assess their immediate and medium terms needs
2. To agree with clients with one-to-one personalised action planning - working with clients to identify their concerns, needs and areas for support.
3. Effectively managing a caseload of clients and maintaining accurate and clear client records
4. To support clients to make informed choices and access appropriate services which will benefit their health and wellbeing.
5. Offering onward referral to relevant bodies as appropriate and working closely with local organisations that provide services or support to asylum seekers and refugees in order to improve referral pathways.
6. To provide refugee move-on support to asylum seekers who have been granted refugee status or other forms of ‘leave to remain’ within the asylum system.
7. To provide outreach support in order to improve access for asylum seekers and refugees to the SSNP project.
8. To proactively promote the service with referral agencies, key stakeholders, asylum seekers and refugees.
9. To ensure information about local services, referral options and sources of support is relevant to the clients and is kept up to date, accurate and regularly reviewed.
10. To provide specific support for clients to access services; including, booking appointments and accessing further advocacy and practical support to access services. Also to work effectively with interpreters and ensure clients can fully engage with services.
11. To support the asylum seeker and refugee community including self-care support to assist with making informed healthier choices around diet, physical activity and lifestyle issues.
12. To provide clients with follow-up support to maintain motivation and assess progress addressing any ongoing concerns or issues.
13. To help individuals to build their own support network, especially for those new arrivals
14. To provide appropriate feedback to referrers.
15. To effectively manage a diary through prioritisation, organisation and planning.

1. To conduct personal, venue and activity risk assessments as required.
2. To be responsible for data management of clients including inputting information onto databases and creating reports.
3. To collate and present verbal and written reports when required.
4. To assist with the evaluation of services and sessions as appropriate.
5. To help identify gaps and unmet needs of asylum seekers and refugees.
6. To assist with marketing and promotion activities, including supporting events and publicity campaigns.
7. To work flexibly as part of a team and to provide cover for colleagues as required maintaining appropriate staffing levels within projects.
8. To operate within the policies & procedures of PCP including carrying out all responsibilities with due regard to the organisation’s Equality and Diversity and Safeguarding Policy.
9. To undertake any training and development deemed appropriate.
10. To monitor & maintain Health & Safety and security within the workplace.
11. To undertake any other such duties which are deemed appropriate by your Line Manager.

**Aug 2015**