

Educational Wellbeing Support Worker

Job applicant
pack

June 2022

Thank you for considering a role at REUK

“At Refugee Education UK (REUK), we’re all about equipping young refugees to build positive futures by thriving in education.

“As we look for new team members, exam grades and job titles are not the full picture - the context in which achievements were gained also matters. We actively seek to recruit with the right mix of talent, skills and potential, considering the impact of the context in which a candidate has worked or studied. **We are an equal opportunities employer, and are particularly keen to receive applications from a wide range of candidates, including those with lived experience of forced migration and from other backgrounds that are currently underrepresented at REUK.**

“Please read on to find out more about the Educational Wellbeing Support Worker role and do [get in touch](#) if you’d like to chat things over before applying.

“Thank you for your interest in joining our team.”

Catherine Gladwell, CEO

Key details

Job title	Educational Wellbeing Support Worker
Reports to	Head of Educational Wellbeing
Staff responsibility	None
Hours	4 days per week
Salary	£27-29k pro rata, subject to experience
Contract	3 years, with three month probationary period
Location	<p>This role will require travel across London to meet with young people and attend essential meetings with them. In addition, the post holder will be required to come into the London office a minimum of three days during the probationary period, and a minimum of one day a week following probation.</p> <p>REUK is based in Willesden Junction, north west London. Currently, we are working from temporary office space in Hammersmith while our new building is being refurbished.</p>
Closing date	Apply via Charity jobs , by 9am on Thursday 14th July 2022
How to apply	See page 18 for details

An introduction to REUK

An overview of
REUK's work,
values and ethos

About REUK

At [Refugee Education UK](#) we are working towards a world where all refugee and asylum-seeking children and young people can access education, thrive in education, and use that education to create a hopeful, brighter future.



Our work is structured around three key goals:

Facilitating access: All refugee and asylum-seeking children and young people are able to access an appropriate level of education from primary through to tertiary education

Improving outcomes: All refugee and asylum-seeking children and young people thrive in education, reaching their academic potential and experiencing high levels of psychosocial wellbeing

Ensuring impact: All refugee and asylum-seeking young people, and the communities they are part of (both countries of origin and host countries) benefit from the investment in education



Currently, over 700 young people each year benefit from our direct work - providing timely and accurate advice, support and advocacy about access to all levels of education; matching young people with volunteer educational mentors to help them reach their academic goals; providing holistic casework and wellbeing support to those who are struggling; and training young leaders to be the change they want to see in the world. Our capacity building work with schools, colleges, universities, local authorities and voluntary sector organisations helps to embed change and amplify good practice, and our research examines refugee education globally, contributing to the evidence base on what does, and doesn't, work.

Our ethos and values

REUK began as a small, volunteer led-project, established by a local church in Harlesden, London. Today, we are a national charity, but our founding values still infuse everything we do.

As an organisation, we believe that one of the practical outworkings of the Christian faith is to provide care, support and welcome to the displaced. Our Christian theology shapes our view of the individual as a holistic being, with both physical and spiritual needs. We work with and support young asylum seekers, refugees and survivors of trafficking whatever their faith, religion or beliefs.



We are a community of young people, volunteers and staff members, learning from each other and journeying together as we pursue quality education for all. We respect faith, culture, and the role of these in our own lives and in the lives of the young people we work with.

We have a deeply held belief in hope – in good times and in bad, and invest in education as a practical demonstration of our belief in the potential for hopeful futures.

Our work is underpinned by [our values](#): **valuing the individual, a foundation of hope** and **changing the landscape**.

About the Educational Wellbeing Support Worker Role

Role overview,
outcomes and
person
specification

Role overview and outcomes

REUK's Educational Wellbeing programme is founded on evidence that psychosocial wellbeing plays a significant role in learning and is essential for academic achievement. We believe well-designed and appropriate psychosocial support can enhance resilience processes and mitigate the risk factors faced by refugee children and young people.

Our Educational Wellbeing team works holistically with young people, equipping them to better engage with and participate in educational opportunities, improving their emotional resilience and strengthening their skills, knowledge and agency.

We are looking for someone who is skilled at building trust and rapport with young people, who has diverse experiences working with refugee and asylum-seeking experiences in the UK, as well as working with other professionals, including teachers, social workers, GPs, mental health specialists, welfare advisors and solicitors. You will be part of a small and dynamic team, actively building knowledge and expertise in supporting the educational wellbeing of young refugees and asylum seekers.

Outcome 1:

Young refugees and asylum seekers receive holistic, consistent support that builds their agency and capacity to navigate their physical, financial, emotional, mental and interpersonal wellbeing needs.

To this end, key activities include

- Facilitating regular 1:1 wellbeing support sessions with a caseload of young people, which include educational pathway planning, understanding rights and entitlements, self awareness and decision-making;
- Supporting young people in their interactions and engagements with professionals to address factors impacting their educational access and progression;
- Providing ongoing emotional support which nurtures self-esteem, sense of belonging and trust in others;
- Delivering crisis support (including addressing safeguarding situations and providing mental health first aid to young people when dealing with distress).

Outcome 2:

Young refugees, asylum seekers, and the professionals supporting them receive prompt, accurate and targeted advice in response to queries related to educational wellbeing.

To this end, key activities include

- Responding appropriately to educational wellbeing queries in a timely manner;
- Maintaining up to date knowledge of psychosocial wellbeing resources and identifying new resources to be shared with the team and the wider REUK organisation.

Outcome 3:

REUK staff and volunteers receive the training, resources and/or information needed to support the educational wellbeing of young refugees and asylum seekers in their programmes.

To this end, key activities include

- Providing input into the development of training materials, as needed and where appropriate;
- Identifying gaps in understanding and resources with REUK staff and volunteers and raise identified needs with the Educational Wellbeing team for input into training development.

Person specification

In order to achieve this role's mission and deliver the above outcomes, candidates must demonstrate the following competencies (evidenced by the listed behaviours):

Competency 1: Experience of working with young people

- **Trauma informed:** Has a track record of working with young people from a variety of backgrounds, evidencing an ability to sensitively explore and understand a young person's needs and provide appropriate support, helping them to build resilience.
- **Healing centred:** Respects and is inspired by the uniqueness of individual young people and shows commitment to working with young people in a way that identifies and builds on their strengths.
- **Safeguarding:** Deals promptly and calmly with safeguarding concerns as they arise and follows safeguarding processes accurately.

Competency 2: Communication and team working

- **Communication:** Communicates clearly, appropriately, promptly and warmly - both verbally and in writing - to a range of audiences from those with limited English to senior staff within partner organisations.
- **Team working:** Understands, values and speaks affirmingly of the work of others, being helpful, kind and sensitive to their needs.
- **Self awareness:** Recognises individual strengths and capacity:
 - Manages high pressure situations,
 - Able to ask appropriate questions to elicit information to make informed decisions,
 - Confident to make such decisions on their own whilst recognising when it is appropriate to discuss with their line manager or the wider team



- **IT:** Sufficient IT knowledge to work effectively on the REUK team, eg is able to use, or quickly pick up, Google Drive, Whatsapp, Google Hangouts.
- **Partnership development:** Is able to build strong working relationships with other organisations and project stakeholders.
- **Relevant additional language skills:** *Ability to speak, read and write other relevant languages (Pashto, Dari, Arabic,) (desirable)*

Competency 3: Knowledge and experience

(NB, while prior knowledge is desirable, for the right applicant we would prioritise a proven track record of quick learning and the accurate retention of detailed information.)

- **Refugee sector knowledge:** Understands the particular challenges and opportunities facing refugee and asylum-seeking children and young people as they seek to access and progress in education. *Has experience working within the UK context (desirable).*
- **Wellbeing support interventions:** Understands the role psychosocial support (PSS) and social and emotional learning (SEL) has in improving a young person's participation in education. *Has experience implementing PSS and SEL interventions in support work with young people from a variety of backgrounds and experiences. (desirable).*
- **Lived experience:** Has lived experience of forced migration (ie *has experience of being a refugee or asylum seeker*) (desirable).

Competency 4: Case management

- **Organisation skills:** Is able to plan and manage their time, juggle multiple work streams and demonstrate ability to adapt to the dynamic nature of support work.
- **Case coordination:** Is able to keep track of both the big picture (ie the young person's bespoke goals) and the detailed week-by-week actions required.
- **Attention to detail:** Thoroughly accomplishes a task by showing attention for all the areas involved, no matter how small.

Competency 5: Working style and ethos

We value the way in which a person works just as much as the actual work they do. To this end, we are seeking candidates who can evidence the following attributes:

- **Attitude:** Understands the uniqueness of individual young people and shows commitment to their perspectives being heard and their potential being realised.
- **Self care:** Recognises the importance of and is developing effective self care practices to prevent burnout, including the ability to maintain appropriate boundaries in order to keep workload at a sustainable level.
- **Character:** Has integrity, earns trust, maintains confidences, and speaks plainly and truthfully.



- **Mission-led:** Is engaged by REUK's vision of enabling young refugees to build more hopeful futures through education.
- **Ethos and values:** Is motivated by personal core beliefs (whether Christian or not) and values being part of an organisation which is founded on, and seeking to outwork, a Christian ethos.

Terms, conditions and how to apply

The role is **4** days per week and is part of REUK's London team based out of our Willesden Junction office. The role will involve travel outside of the office across all areas of London. There is flexibility to work from home at times, although the post holder will be expected to come into the office a minimum of three days a week during the probationary period, and a minimum of one day following the probationary period.

The salary is **£27-29k pro rata** (starting salary depending on the competencies and experience of the successful candidate) and the package also includes **25 days' leave (pro rata) and a pension.**

As the role involves regular contact with children and vulnerable young people and their data, the successful candidate will have to undertake a **DBS check** and all those invited to interview will be required to complete a self disclosure.



Application process

We would particularly welcome applications from people with lived experience of forced migration or from other backgrounds currently under represented on our team and/or with knowledge/experience of the UK refugee context.

Apply by submitting a cover letter and CV through [CharityJob](#) by **9am on Thursday 14th July 2022**.

In your cover letter (no more than 2 sides of A4), please tell us:

1. Why you would like to work at REUK generally and this role specifically;
2. Why you think your skills and experience meet the required competencies and how they make you a good candidate for this role;
3. When you could start the job if you were to be offered it.

Applicants may be required to complete a task in advance of an interview and references will be taken up prior to appointment.

Please note that you must have a visa that allows you to work in the UK for the duration of this contract.

Contextual recruitment and reasonable adjustments

Exam grades and job titles are not the full picture - the context in which achievements were gained also matters. At REUK, we actively seek to recruit with the right mix of talent, skills and potential, considering the impact of the context in which a candidate has worked or studied. **We are an equal opportunities employer, and welcome applications from a wide range of candidates, including those with lived experience of forced migration and from other backgrounds that are currently underrepresented on our team.**

Additionally, if you feel you would require reasonable adjustments in order to carry out the role or attend an interview at REUK due to a disability, caring responsibilities or any other reason, please give details in your cover letter or get in touch with Jane Thorson (jobs@reuk.org) to discuss further. Please also contact Jane if you would like to discuss your suitability for the role before applying.