Taban

Taban seeks to employ an Asylum Seeker and Refugee Support Worker based in Manchester Full or Part-time options available.

Introduction

This is an opportunity to join Taban's team during the next phase of Taban's growth.
For over three years, Taban has been a steadfast support system for Farsi-speaking refugees and asylum seekers in and around Manchester.
Taban has a growing base of financial support including seed funding from the Church of England and grants from the Benefact Trust and National Lottery, as well as private donors. This support for our expansion enables us to recruit for this fully funded post.
This appointment is an important step in expanding and developing an organisation which needs to grow and help many more people.

Job Summery

To work as part of the team to deliver support and assistance to our clients,

The Role

You will be responsible for providing professional and efficient person-centred support to our clients through direct engagement, working not only to resolve their issues but to build their confidence and capacity over time.

Main Duties

- To deliver client engagement in a mixture of phone, WhatsApp, and face-to-face work. This is a hybrid role, with flexibility to work from home and from our offices in Fallowfield, as agreed with your manager.
- To effectively communicate and promptly share easily understandable information and Prepare Informational Packets
- Keep accurate client engagement logs using our online Client Record Management system and Update and maintain the internal system.
- To refer, signpost and connect clients to appropriate service providers and facilitate clients Appointments
- To manage the workload effectively, Monitor Information flow, Perform Routine Administrative tasks

Person Specification

We are looking for someone with the following skills and attributes:

1. Motivated to help our clients
2. Fluent in spoken and written Farsi & English
3. Professional Work Experience, not necessarily in migrant sector
4. Mature communication & interpersonal skills with the ability to empathise with and manage clients in stressful situations.
5. An understanding of cultural diversity within Farsi- Speaking migrants,
6. Able to work with Microsoft Office 365 products: Word, Excel, and others,

Terms

Location: Our office is based in Fallowfield, South Manchester, Free parking is available . A laptop and funded mobile phone will be provided.

Hours: We have budgeted for a full-time role of 35 hours per week. Flexibility in when these hours are worked can be negotiated. We are also open to applications from candidates looking to work less than full-time.

Pay: £22,500-£25,000 Full-time equivalent starting salary, with the potential to increase with experience and in line with growth in the organisation.

Benefits: Employer pension contribution. There is also a training budget, with flexibility as to how this is used.

If you are interested in this role, please email your CV and a letter setting out the reasons for your interest and why you believe you meet the person specification to Mojgan.bakhtiary@tabancharity.org

The closing date for applications is Friday 26/04/2024. Interviews will take place after the closing date.