


## Youth Welfare Officer

<p>TGP Cymru is one of the leading Wales based charities, which supports and represents vulnerable children, young people, and families through a range of projects, training and campaigning. TGP Cymru services are funded by multiple funders and deliver services pan-Wales.</p>	
<p><b>TGP Cymru Department:</b> Family Services – Refugee and Asylum Programme</p>	
<p><b>Responsible to:</b> Development Manager for Refugee and Asylum Programme</p>	
<p><b>Location:</b> Home based with an all-Wales remit and hot desking facilities in Cardiff and Swansea.</p>	
<p><b>Purpose of role:</b></p> <p>To be a stable point of contact for Asylum Seeking Young People ( aged 18 to 25 ) living in Initial Accommodation Centres, helping them resolve immediate issues where possible, provide support to access social and emotional support as well as advocacy, signposting and information to young refugee and asylum seekers who are eligible to access the service, including those claiming to be minors.</p>	
<p><b>Accountabilities / Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Support young asylum seekers and refugees through the delivery of advocacy, mentoring, signposting, information, and participation work devising and facilitating workshops to help their understanding.</li> <li>• Negotiate with social workers, Home Office caseworkers, solicitors, education and health professionals, housing workers and other professionals on behalf of children / young people – and to accompany them to decision making forums and ensure their views are represented</li> <li>• Support children and young people to make informal / formal complaints where necessary to statutory / voluntary bodies such as social services, education and housing.</li> <li>• Assist the Team Manager to assess the Service’s outputs against the framework of agreed outcomes by the monitoring of activity and the collection of appropriate information including feedback from service users.</li> <li>• Comply with TGP Cymru’s policies and procedures to include finance, reporting, data management and safeguarding.</li> <li>• Promote equal opportunities and anti-discriminatory practice through the work undertaken within the post.</li> <li>• Network appropriately with colleagues and the community, including developing awareness of TGP Cymru’s services amongst relevant professionals.</li> <li>• Undertake such other duties and responsibilities as may reasonably be required by the Organisation and which are consistent with grade.</li> </ul>	

**Performance Indicators**

- Responsible for the delivery of key performance indicators and standards of practice.
- Quality of service and compliance against statutory, regulatory, organisational and best practice standards and requirements.
- Achievement of service and individual objectives and targets.

**Line management responsibility:**

None

**Budget management responsibility:**

£0

**Grade:**

Scale 2

**Working conditions:**

24 hours per week to be agreed with a flexible approach to the working week that will involve some weekend and evening working and occasional stay away from home overnight to attend meetings, conferences, residential trips with young people or training.

Attendance at a regular young people's late afternoon/ early evening group drop in located in Cardiff and or Swansea

Travel to various locations across Wales and the UK is also required.

**Qualifications**

- A professional qualification in social work, youth and community work or related discipline such as health and education (desirable)

**Skills and abilities / competencies**

The post holder will be able to:

- produce quality results in a service-orientated and timely manner and is committed to deliver agreed outcomes
- work well with colleagues and partners and acknowledge the different ideas, perspectives and backgrounds of others
- plan and organise work and manage time effectively
- communicate effectively i.e. express information and ideas in a clear, concise and accurate manner; listens actively and ensures information is shared.
- be open to new approaches and ideas, respond positively to change and adapt quickly to new situations
- seek opportunities for continuous learning and professional growth

**Knowledge / Experience**

The postholder will be able to demonstrate a sound understanding and record of achievement in the following:

- Working with children and young people either individually or in groups
- Working with asylum seeking or refugee children / young people (desirable)
- Knowledge of issues impacting on young refugees / asylum seekers
- Knowledge of advocacy approaches
- Knowledge of Safeguarding
- Knowledge of the Asylum System and Wider context of Asylum and Migration
- Personal experience of going through the UK Asylum System or previous experience of supporting others going through the system(desirable).
- Ability to take a trauma informed approach to working with young people

**Other**

- Display TGP Cymru values and behaviours at all times and actively promote them in others
- Commitment to equality and diversity
- Full driving licence and have access to transport (desirable but not essential)