



Supporting refugees, asylum seekers & those with no recourse to public funds

Voices in Exile

Job Title: **ESOL and employability tutor**

Responsible to: Resettlement Manager; Director

Contract: Permanent

Hours: Full time (35 hours pw)

Salary: Starting at £30,559 FTE (NJC spine point 18) with annual increment (on completion of 12 months' continuous service) up to SP 24 (£34,314)

Holiday: 25 days per annum pro rata, with 1 additional day per annum for every completed year of service up to a maximum of 30 days

Hybrid working: We offer hybrid working and flexibility as far as possible within the operational needs of the service. We envisage that for this post you would need to be working in person for a minimum of three out of five days.

Support: Clinical supervision and reflective group practice are offered to all frontline staff and casework managers

Background

Voices in Exile is a registered charity that works with refugees, asylum seekers and vulnerable migrants with no recourse to public funds in Brighton & Hove, East and West Sussex. We offer both practical and legal support including generalist advice, support to people on resettlement programmes and specialist immigration casework for those who would otherwise be unable to access justice. As part of our holistic approach, we also advocate for, accompany and enable people to access services, build community, and develop their own potential through a programme of learning and creative activities. We are working towards becoming an organisation better informed by lived experience. Post holders will form a key part of a small, committed team working to develop Voices' services and activities.

We are currently working with Brighton & Hove City Council to provide welcome, integration and casework support to Afghan families arriving in Brighton & Hove under the Afghan Resettlement Programme (ARP) who are either already in contingency hotels in the UK or arriving from interim accommodation in Pakistan, as well as families arriving from elsewhere (largely refugee camps in Lebanon, Jordan and Turkey) under the UK Resettlement Scheme (UKRS). Voices has held the contract for resettlement work in the city since 2016, and we are contracted by Brighton and Hove City Council to continue this work until at least the end of September 2027. This post will provide ESOL and Employability tutoring for adults resettled in Brighton & Hove under any or all of these schemes as part of this holistic, wraparound support.

'Service provision from ViE has been excellent and has been adaptable and flexible to the ever and sudden evolution of new government resettlement programmes, starting with the VPRS, then the UK resettlement scheme and the recent ARAP and ACRS.'

Brighton & Hove Equalities, Community Safety & Human Rights Committee October 2023

Job purpose

We are seeking a committed and experienced ESOL (English for Speakers of Other Languages) and Employability Tutor to support refugees on the Afghan Resettlement Programme. The role involves delivering practical, non-accredited English language instruction with topics to include introductory employability and volunteering; conducting initial assessments; providing supported referrals to local ESOL providers and connecting with local employers and the Job Centre. The role holder will also support volunteers and liaise with caseworkers and external visitors to ensure the holistic needs of refugees are met. Due to the roll-on / roll-off nature of the learners, the group profile will change on a regular basis and the post holder will require a high degree of flexibility and ability to teach to different levels.

The resettlement team consists of 4 caseworkers, a Welcome Groups facilitator, ESOL & Employability tutor, two ESOL class parental support staff and a manager. You will also be part of our wider team alongside staff and volunteers working in our immigration, generalist advice, food bank and volunteering services and activities.

You will be flexible and highly skilled, with an essential interest in, and experience of, working with vulnerable learners with complex needs, and particularly with migrant and refugee learners. An ESOL teaching qualification and experience is essential, and a good knowledge of the Brighton and Hove ESOL landscape would be an advantage. This is a rewarding opportunity to support a vulnerable community and make a real difference in the lives of Afghan refugees as they resettle in the UK. If you are passionate about teaching and helping people integrate and thrive in their new environment, we encourage you to apply.

We actively welcome applications from those with lived and relevant experience – please see the job description and person specification below.

Postholders will need to have the right to work in the UK.

Key responsibilities

Teaching and ESOL support

- During term time, plan and deliver three x 3 hour sessions per week of ESOL lessons tailored to the needs of refugees, focusing on improving speaking, listening, reading, and writing skills. It is envisaged that two sessions will support learners from Pre-Entry to Entry 1, and will include some learners with no / low literacy in their first language. The other session will support learners from Entry 2 – Level 2 and will have an employability focus (see Employability support below). All learners will be enrolled in local accredited ESOL provision as soon as they are ready, and a course place is available. All sessions will also welcome a small number of young children, for whom staff with appropriate community languages are employed to supervise.
- Conduct initial assessments using the city's agreed assessment format to determine learners' ESOL levels and monitor their progress through regular evaluations.
- Offer ongoing support in developing language skills that support independence, employability, and community participation.

Employability support

- Deliver a weekly employability session for Entry 2 to Level 2 learners to include contextualised ESOL and employability topics such as: understanding the UK job market; job search techniques; CV and cover letter writing; interview preparation; employment

rights and responsibilities; time management and workplace skills; understanding UK workplace culture.

- Supervise experienced volunteers to work with the learners to produce good quality CVs.
- Provide 1-1 casework support sessions for up to five clients per week to provide individual help with job searches and applications, to include setting goals, creating a plan and mapping progress.

Referrals and collaboration

- Establish strong, trusting relationships with learners, working closely with colleagues to provide holistic and joined-up support.
- Provide supported referrals, including accompaniments when needed, to local ESOL providers employability services and the Job Centre.
- Liaise with caseworkers to ensure co-ordination of services for each client, addressing any concerns and updating progress on goals.
- Collate and disseminate up-to-date information about ESOL courses, training courses, employability courses and jobs to learners / clients, caseworkers and the wider Brighton and Hove ESOL network.
- Facilitate visits from external organisations and speakers (e.g., childcare providers, ESOL service representatives, the DWP) to support clients' ESOL and employability progression.
- Attend & contribute to relevant migrant employability and ESOL fora & networks (virtual and actual), including liaison with local refugee and migrant community groups and networks, as necessary.
- Actively develop professional relationships and referral links with other ESOL and migrant employability support services, employers and colleges; refer/signpost clients as appropriate and provide up-to-date information for colleagues.

Volunteer supervision and support

- Supervise and support a team of volunteers assisting with ESOL sessions and outreach activities.
- Provide guidance, training, resources and regular feedback to volunteers, ensuring they are effectively supporting the clients' needs.

Other

- Manage own caseload, keeping clear, accurate and timely records of all work done using case management system Advice Pro and other internal recording systems;
- Assist in evidencing the impact of work done, including recording, monitoring and reporting against project targets, regular case studies and other information & reports as requested;
- Attend regular team meetings & participate in other advice and staff team commitments and meetings as necessary;
- Participate fully in individual supervision, training, appraisal and collective care and wellbeing;
- Work with colleagues in Voices in Exile to maintain and develop our holistic approach and commitment to human rights, community development, diversity and best practice in working with vulnerable migrants;
- Carry out other duties as required.

Person Specification

Person Specification	Essential / Desirable
Qualifications/level of experience	
1. CELTA, Trinity TESOL or equivalent ESOL qualification, or a relevant qualification in Education	E
Experience	
2. Minimum 2 years' experience in teaching ESOL, especially to refugees and vulnerable groups	E
3. Experience of facilitating access to local services e.g. support groups, wellbeing services, ESOL, training and employability services	E
4. Experience of supporting individuals with complex needs and of working with people creatively to solve problems	E
5. Experience of working in the voluntary or community sector	D
6. Experience of supporting people to navigate the local labour market	D
7. Experience of interviewing clients sensitively, clearly and accurately to diagnose and prioritise client needs	D
8. Previous experience in supervising or managing volunteers and / or classroom assistants	E
9. Lived experience of forced migration or of the UK immigration system	D
Knowledge	
10. Good general knowledge of issues faced by refugees and migrants in the UK	E D
11. Good awareness of gender & LGBTQI issues and the intersection of these with other cultures and communities of identity	D
12. Good awareness of mental health and issues relating to trauma	D
13. Understanding of local employability services and the challenges faced by refugees seeking work	
Skills	
14. Ability to plan and deliver engaging lessons that are differentiated to meet the varied needs of learners, including those with no literacy in their first language	E E
15. Personal resilience and the ability to maintain clear professional boundaries and manage expectations	E
16. Ability to plan and organise own work and meet deadlines	E
17. Ability to work as an effective team member	E
18. Ability to relate well and communicate clearly and respectfully with a diverse group of people, including the ability to work sensitively around gender, sexuality and cultural roles	E
19. High level of spoken and functional written English, and the ability to analyse complex written information and communicate it effectively	E
20. Ability to monitor and report against aims and outcomes, both for the purposes of evidencing individual progress and for reporting to funders	D
21. Ability to work with interpreters	E
22. Ability to work competently with Microsoft Office ICT packages including case management systems and Excel; and to be administratively self-servicing	D
23. Ability to speak a language other than English common to our clients – e.g.	

Dari, Pashto, Arabic	
Other	
24. Commitment to working with migrant and refugee clients	E
25. Commitment to ViE aims, values and ethos, including working in an inter-cultural, multi-faith environment	E
26. Commitment to maintaining client confidentiality and delivering a high-quality professional service	E
27. A strong understanding of safeguarding principles and the ability to implement them effectively in practice.	E

Application Process

Please submit an application form describing, with examples from your own experience, how you meet the essential criteria as described above. If shortlisted, you will be invited to a screening interview, and if successful at that stage you will be asked to deliver a micro-teach under observation as part of the recruitment process.

Please return your completed application form by email and in Word to:
administrator@voicesinexile.org