**Job description  
  
Hosting and Advice Support Worker**

Hours of Work: 30 hours pw

Salary: starting at £24,100 pa, pro rata

Place of Work: Easton Family Centre, with some homeworking and visits

Responsible to: Advice Manager

**BHN works with people who have been refused asylum, and helps them to find safe and sustainable futures.**We do this by providing   
- temporary accommodation, through our shared men’s house or with our volunteer hosts;   
- advice and casework on a wide range of issues, and support with making new asylum   
 submissions or other applications.  
  
We also provide a drop-in every Monday, with English classes, games, advice, hot lunch and other activities. This drop-in is open at all people seeking asylum, who can get advice as needed.   
  
This is a new, wide-ranging role which will support and improve our advice and hosting services by ensuring that we keep track of our hosted service users’ (‘guests’) situations and take any necessary actions as soon as possible, enhance our support to volunteer hosts, and improve our recording and monitoring.  
  
The role involves using our client database (Lamplight) and spreadsheets, so we need someone who has excellent data admin skills and who appreciates that accuracy is essential.  
We also need excellent communication and listening skills, and an easy and friendly manner, as the postholder will also work directly with supporting our service users and our volunteer hosts.   
  
**Training will be provided on using our database (Lamplight), UK asylum systems, what ‘key dates’ are, using interpreters, and our internal processes.**  
**Main tasks**  
**Monday drop-in:**Help set up and tidy up reception, café and advice areas Scan, name and upload documents, which service users bring in  
Help service users forward, download or find documents on their phones, and understand letters, emails and messages  
Assist Advice by undertaking admin-based advice tasks for service users   
 **With hosted guests:**Keep track of key dates such as progress reviews, occupancy agreement renewals, application deadlines and chasing applications for Home Office accommodation or documents

**Hosting:**Organise introduction meetings between hosts and guests  
Organise, attend and record hosting agreements with guests and hosts

**With Volunteer Hosts**Organise and undertake 3 monthly reviews with hosts, and debriefs after guests move out  
Organise host training, liaising with internal and external trainers as necessary  
 **Admin and monitoring**Record all service users and host interactions to Lamplight  
Meet regularly with the hosting and advice managers to review hosted guests’ progress, and maintain a spreadsheet of key dates and actions required.  
 **Person Specification**  
Experience of working in a service or support role with marginalised people.   
Commitment to working in a way which promotes equity, diversity and inclusion.  
Appreciation of the need for confidentiality and promoting service users’ autonomy.  
Commitment to working for and promoting the rights, safety and dignity of people seeking asylum.   
An understanding of the barriers facing people seeking asylum in the UK.  
Good IT and data entry skills.  
Excellent English reading and writing skills   
Understanding of the need for accuracy in recording client data, and ability to maintain this.  
Excellent listening skills.  
Ability to communicate complex information in a straightforward way, via interpreters if necessary, and to check understanding.  
Proven organisational skills and ability to manage different work streams.  
Openness to learning.  
  
  
**Hours**  
**The post is for 30 hours pw, to include   
Mondays (our drop-in day)  
Tuesday afternoons (planning meeting with hosting and advice managers)   
Tuesday evenings (shared meal and support work at our men’s house).  
  
  
  
Place of work  
  
Our drop in and offices: Easton Family Centre, BS5 0SQ**

**Work from home**

**Outreach including at our shared men’s house in BS16, neutral places such as cafes for guest and host introductory meetings, hosts’ homes for reviews.**