

Sessional Cantonese  
Outreach Worker

Reports To:

Cantonese Outreach Worker (Hong Kong Welcome)

Elaine Lo, Cantonese Outreach Worker

Key Relationships:	Location & Hours of Work
Outreach Worker (Hong Kong Welcome). CLEAR team colleagues  Hong Kongers in Britain Migration South	Sessional rate paid per hour (zero hours contract)  Flexible hours to meet requirements of the role and availability of Hong Kongers.
Wage:	£11.50 per hour £22,425 FTE Salary
Key Purpose	
<p>The key purpose of the role is to provide a warm welcome and support to those who have moved here from Hong Kong ("guests") finding sanctuary in Hampshire under the UK Government's Hong Kong British Nationals (Overseas) scheme. You will create opportunities to build friendships across the Hong Kong community as well as support them to find new friends in the UK.</p> <p>The HK Welcome Work will include:</p> <ul style="list-style-type: none"><li>• Supporting Friendship Festivals</li><li>• Supporting the running of Welcome courses</li><li>• Conversational English classes for them as well as cultural trips and events.</li><li>• Signposting and/or referral to relevant statutory or specialist services.</li><li>• Supporting, where necessary, the completion of forms, letters and phone calls. You will be expected to attend any charity-wide Development Days.</li></ul>	
Key Accountabilities	
<ul style="list-style-type: none"><li>• Ensuring Hong Kongers are provided with the support they need, through:</li><li>• Helping them to make friends – through the buddy scheme, friendship events, cultural visits and events.</li><li>• Helping them to learn English through conversational English classes</li></ul>	
<ul style="list-style-type: none"><li>• Supporting Welcome Courses</li><li>• Signposting to advice provided by Citizens Advice •</li><li>• Maintaining accurate notes and collating necessary information to enable monitoring and evaluation of the scheme, including:</li><li>• Keeping case tracking and management records accurate and up to date.</li></ul>	
Dimensions	
<p>This job description outlines the type of work the post-holder will be required to do and indicates the level at which the work is required. Specific duties are dependent on the funding requirements relating to the work and may vary in line with the needs and</p>	

if priorities change. It is not intended for any additional duties/ variations to require formal variation of contract or to change the general scope of this job profile

### Qualifications and Experience

#### Essential

Familiar with the Hong Kong Welcome scheme and awareness of support available locally and nationally.

Experience of delivering advice and support to vulnerable people, with excellent communication skills.

Awareness of core social welfare enquiry areas, including welfare benefits, money advice, housing, employment, family and immigration status.

Awareness of formal and informal support services available in Southampton.

An ordered approach to managing a variable caseload, the ability to prioritise and to work with others to achieve desired outcomes.

Understanding of boundaries, confidentiality and safeguarding. Competent use of IT, including Microsoft Office and 365 Access to transport and ability to travel around Southampton.

#### Desirable

Fluent in Cantonese in addition to English.

Supporting the integration of Hong Kongers Administration, data analysis and effective writing skills.

### Values and Behaviours & Personal Attributes

The post holder will be expected to operate in line with CLC values and behaviours.

City Life Church charity is involved in many different church activities and community projects. We are motivated by, and committed to, loving, and serving people well. Our four overarching values are:

<p><b>Compassionate Community</b></p> <p>We embrace diversity, welcoming both friends and strangers, and seek to offer a place of belonging to all.</p>	<p><b>Pioneering</b></p> <p>We are responsive to the needs of those within our community and in the communities, we serve, finding creative solutions, breaking new ground, and courageously embracing the challenges that come with change!</p>
<p><b>Empowering</b></p> <p>We seek to give people the tools to enable them to live well and thrive. We are committed to justice for all, respecting each person's beliefs and choices.</p>	<p><b>Creativity</b></p> <p>We value the courage to reflect, learn and express ourselves creatively. We celebrate creativity in every action, expression, response, and collaboration.</p>

### Key Competencies and Characteristics

Communication

- Communicates via a range of media that are well structured, clear and concise.
- Considers the diverse needs of others when seeking feedback, gathering, and presenting information to diverse audiences.
- Promotes clear and open channels of communication.
- Takes the initiative to keep internal and external stakeholders informed of relevant communications.

#### Leadership & Accountability

- Upholds the values of City Life Church
- Promotes and develops a values-led culture within scope of responsibility
- Demonstrates positive leadership traits - e.g honesty, integrity, and reliability
- Recognises the limits of own ability and responsibility
- Willing to listen to and value input and ideas from others
- Contributes to an atmosphere of openness in City Life Church
- Actively develops and protects the reputation of City Life Church •

#### Planning & Organisation

- Suggests ways of improving working practices across area of responsibility.
- Monitors progress of tasks to achieve deadlines.
- Develops schedules and manages workload with specific milestones and deadlines.
- Creates realistic plans to achieve own/team deadlines and objectives and adapts own plans to take account of new priorities.

#### People and Team Management

- Contributes to creating a climate of trust and co-operation
- Recognises when to offer help and support to others
- Treats colleagues and others with respect and courtesy
- Committed to continuous learning, professional development, acquiring new skills, and sharing knowledge

#### Empathy and Integrity (Incorporating Diversity & Inclusion)

- Demonstrates integrity and consistency in day-to-day practices
- Encourages conversations about the value of inclusion, understanding people's differences, and the impact on service delivery
- Demonstrates a flexible, positive approach to delivering results.

#### Working Conditions

- Follows best practice guidance and complies with safeguarding, health and safety regulations and policies

- Identifies ways of improving best practice guidance, working practices to achieve a more safe and productive work environment
- The job will often involve events taking place outside normal office hours.

#### Innovation and Creativity

- Presents a range of potential options and solutions to improve services.
- Keeps abreast with changing guidelines and provision for Hong Kongers and ensures City Life Church can respond to changing needs of this community.
- Ensures adherence to legal, regulatory, and safeguarding requirements in service delivery

**Reviewed: February 2024 Next Review due: February 2025**