

# When potential is unlocked, talent *thrives*



West  
Northamptonshire  
Council

Job description and person specification

## **Resettlement Officer**

Community Engagement & Resettlement, Communities & Opportunities

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.



West  
Northamptonshire  
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Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.

## **Purpose and impact:**

To provide advice, guidance, and access to support services for vulnerable individuals and families to settle in West Northamptonshire. Ensuring integration and orientation support to enable sustainable and cohesive resettlement.

To give practical and emotional support to families and individuals who may have complex needs to enable them to adapt to life in the UK and feel safe and secure within their new homes.

## **Accountable to:**

This role is accountable to the Resettlement Team Leader. The role sits within Community Engagement and Resettlement, part of the Communities & Opportunities Directorate in West Northamptonshire Council.

## **Responsibilities:**

1. Providing a dedicated and empathetic integration service to households and individuals in West Northamptonshire who have been relocated or resettled here. For those households and individuals on Government resettlement schemes, developing with them bespoke integration support plans based on a needs assessment, considering existing and available community and statutory support. Working with people to understand their support needs, as well as their ambitions, strengths and talents, with a view to increasing their ability to ultimately integrate and thrive.
2. To manage a caseload of households across visa schemes and the Afghan Resettlement Scheme (ARP); developing, updating and reviewing individualised support plans, demonstrating positive outcomes and evidencing improved integration through language skills, education, employment prospects, and general wellbeing, whilst also having consideration for people's cultures, faith and beliefs.
3. Understanding of the range of available benefits, to be able to advise and support households and individuals with income maximisation through support with benefits claims, Discretionary Housing Payments (DHPs), debt and rent arrears advice and Council Tax support.
4. To support clients with their employment prospects by assisting with employment profiling, job matching, CV writing and interviewing skills. And also building effective relationships with local training providers, local colleges and external employers to secure education opportunities and secure and retain paid employment.
5. Travel to accommodation across West Northamptonshire to conduct regular home visits, being respectful of other people's space, circumstances and aware of cultural differences and practices whilst adopting robust personal safety management and risk assessments.
6. Provide low-level support to recently granted refugees when needed, working with statutory partners and voluntary organisations in localities where accommodation has been identified and provided by Government contractors. Providing a point of liaison with housing and other services regarding likely potential need following asylum claim decisions.
7. Promote community integration and social inclusion through various initiatives and activities.
8. Where required ensure resettled accommodation is furnished with essential items (excluding luxury goods) and people are registered with utility companies.
9. To develop, build and maintain effective working relationships with colleagues within West Northamptonshire Council, external partners, including in the voluntary sector and with other statutory partners, including employment and training networks.

10. Carrying out necessary administrative duties, e.g. referrals to relevant services, undertaking necessary client risk assessments, maintaining appropriate, robust and accurate client records; ensuring all information is recorded so that service can be monitored, reviewed and improved where identified.
11. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
12. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
13. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is always taken for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

## Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(A) Application Form, (T) Test, (I) Interview, (P) Presentation, (D) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
As this is a customer-focused role the ability to converse at ease with customers adapting communication style to suit differing audiences. To be patient and empathetic to fully understand the needs of others.	E	A/I
Additionally, having excellent communication and collaborative skills in person and in writing to be able to influence, mediate and negotiate with other people.	E	A/I
Being able to use initiative and self-management to prioritise and manage a caseload, identifying issues and planning ahead to achieve positive outcomes.	E	A/I
<b>This is applicable to all roles in WNC that are required to use IT equipment:</b> Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	E	A/I

Knowledge:	Essential / Desirable	Measured by
Knowledge of the benefits system, including sickness and disability benefits, and Housing Benefit and Council Tax Reduction.	E	A/I
Understanding of money and debt advice and other local services.	E	A/I
Experience of dealing with a wide range of clients with a variety of support needs, which could include, drug and alcohol dependency, domestic abuse, mental health issues, etc. and knowledge of the support available.	E	A/I
Understanding of voluntary and statutory support and healthcare services	D	A/I

Relevant experience:	Essential / Desirable	Measured by
Customer-focused, delivering a high quality service to customers from all backgrounds.	E	A/I
Proven ability and experience of conducting home visits and assessing needs to provide relevant guidance and support	E	A/I
Proven ability to proactively manage and prioritise a caseload where clients have complex and multiple needs	E	A/I
Experience of dealing with a wide range of clients with a variety of support needs	E	A/I
Supporting people into employment or improving employability prospects.	D	A/I
Experience of dealing with people where English is their second language	D	A/I

Education, training and work qualifications:	Essential / Desirable	Measured by
Educated to further education level (e.g. A-Level, Apprenticeship, etc.)	E	A/D
Support related qualification	D	A/D
Training in equality and diversity, data protection and cyber security, discrimination, and fair access to services	D	A/D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance, and verification of certificates.

**Additional pre-employment checks specific to this role include:**

*Enhanced Disclosure and Barring Service check (Adults' and Children's barred services), Full UK driving licence (or equivalent) and access to a vehicle*

## Day-to-day in the role:

<b>Hours:</b>	37	<b>Primary work base:</b>	Northampton
<b>Job family band:</b>	CA – Customer Assistance	<b>Worker type:</b>	Part-flexible
<b>Salary range:</b>	£31,324 - £33,017	<b>Budget responsibility:</b>	£0
<b>People management responsibility:</b>	None		

### Working conditions & how we work:

We are open to discussions about flexible working.

This role has been identified as a part-flexible worker type, this means that you will be able to work from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home).

## Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

<b>T</b> Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
<b>H</b> High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
<b>R</b> Respect	we respect each other and our customers in a diverse, professional and supportive environment.
<b>I</b> Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
<b>V</b> Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
<b>E</b> Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

**“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”**

# When potential is unlocked, talent thrives

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

## The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

