

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Resettlement Support Worker

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. Working with Ukrainian and Afghan families to assess immediate and ongoing needs and providing them with individually tailored support plans based on a needs assessment considering existing and ongoing community support.
2. Providing initial and ongoing advice and practical support to Ukrainian and Afghan nationals to address their health and wellbeing needs and access to services, working with specialist support, voluntary, statutory, or healthcare agencies where appropriate.
3. Carrying out necessary administrative duties, e.g., referrals to relevant services, undertaking client risk assessments, maintaining appropriate and accurate client records.
4. Developing working partnerships to help with signposting and support in local communities, including employment, education, and training networks.
5. Travel to accommodation to conduct visits and safeguarding assessments to assure the council that individuals are safe and well.
6. Conduct ongoing review meetings with families and individuals to ensure that everyone is safe and well.
7. Carry out duties in line with lone worker and health and safety policies.
8. 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.
9. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
10. 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
Excellent communication skills, that can be demonstrated verbally, on-verbally and in writing	E	A/I
Excellent time management skills and the ability to effectively prioritise and record keeping is kept up to date	E	A/I
This is applicable to all roles in WNC that are required to use IT equipment: 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
Understanding of the range of welfare benefits and how to access these	E	A/I
Understanding of money and debt advice	D	A/I
Understanding of voluntary, statutory support and healthcare services	D	A/I

Relevant experience:	Essential / Desirable	Measured by
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

Education, training and work qualifications:	Essential / Desirable	Measured by
Higher education qualification	D	A
Support related qualification	D	A
Training in equality and diversity, data protection and cyber security, discrimination, and fair access to services	D	A

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), Driving licence and access to a vehicle

Day-to-day in the role:

Hours:	37	Primary work base:	Guildhall, Northampton
Job family band:	CA – Customer Assistance	Worker type:	Part-flexible
Salary range:	£29,060-£30,712	Budget responsibility:	£0
People management responsibility:	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.

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

