



Job Description and Person Specification

Job details

Job title: Resettlement and Refugee Support Officer

Grade: KBC SCP 23-25

Reports to: Communities & Wellbeing Project Manager

Responsible for: N/A

Directorate and Service area:

Adults, Community & Wellbeing; Housing & Communities; Communities & Wellbeing

Purpose of the job

- To provide effective integration and orientation support to families either resettled on resettlement and relocation schemes across North Northamptonshire or short term refugee support programmes.
- To provide practical and emotional support to people resettled or hosted in the UK who may have complex needs to enable them to adapt to life in the UK and live independently.
- To be an active participant within the service, ensuring that individual and families resettled or hosted in the UK receive targeted advice and assistance regarding their situation to enable them to carry out their responsibilities, understand their rights and adapt to life in the UK.
- Delivery of an effective and appropriate service to all customers, fairly and without discrimination.

Principal responsibilities

1. To provide practical and emotional support to refugees assisting with issues around finances, health, housing, life skills, personal safety, legal/family reunification issues, parenting, ESOL and employment.
2. To undertake practical support with clients to promote sustainable independent living.
3. To develop effective individual support packages by completing needs assessments, support plans and support reviews. This will include regular home visits and support at appointments to achieve support objectives.
4. To work within a multi-agency framework, communicating effectively with colleagues, other professionals and clients ensuring that there is a co-ordinated response to addressing the individual's or family's needs in order to achieve delivery of an effective, holistic and customer focused service.
5. To support clients in making plans for their future, e.g., accessing training or education, work experience or voluntary opportunities.
6. To support clients to overcome barriers causing social isolation, encouraging access to community groups and recreational facilities.
7. To act as a point of contact for vulnerable families and liaise with other service areas and agencies on their behalf where necessary.
8. To develop and maintain effective working relationships with a range of voluntary and statutory partners and sustain a network of contacts.
9. To make appropriate referrals to external services, specialist agencies and individual needs and that any additional needs are met.
10. To work with clients to obtain income through benefit uptake, accessing employment and charity applications for items needed.
11. To work with community and religious organisation to ensure cultural, religious and social needs are met.

12. To monitor and report on the support need, hours of support provision and referrals.
13. To maintain accurate customer records of support provision ensuring effective communication across all related teams and external partners.
14. To be familiar with and able to provide advice and guidance with regard to safeguarding adults and children and assist with safeguarding referrals.
15. To effectively manage a caseload and prioritise workload to meet the demands of the service and the needs of customers.
16. To carry out risk assessments on families and identify any potential staff or public safeguarding concerns in conjunction with other agencies and organisations.

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Carry out any other duties which fall within the broad spirit, scope, and purpose of this job description and which are commensurate with the grade of the post.

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.

Special features of the post

This post requires satisfactory clearance of a Disclosure and Barring Service disclosure.

This post requires satisfactory evidence of being fully vaccinated against Covid-19 in line with government guidance.



Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	Five (5) GCSEs including Maths and English at Grade 5 or above, or equivalent. Good command of spoken and written English.	Second language skill(s) i.e. Ukrainian, Russian, Pashto or Dari
Experience and Knowledge	Experience in delivering a high quality bespoke support services supporting positive outcomes for individuals and families. Experience of providing advice and support to vulnerable people. Experience in working with vulnerable people who speak English as a second language. Experience of administrative work, including maintaining spreadsheets or databases, writing emails, and producing summary information from MS Excel. Experience of working in teams and delivering services to customers. Experience in local government, voluntary or commercial sectors. Experience of working without supervision and under pressure. Experience of working to challenging targets and managing a demanding caseload to plan and priorities effectively in order to achieve and meet deadlines. A good understanding/experience of the processes in relation to the following systems: Benefit, Education, Health and Social Care, Housing, and Financial Management.	Experience in delivering a high quality bespoke resettlement services supporting positive outcomes for refugees and asylum seekers. Experience of working with interpreting and translating services. Knowledge of visa processes and applications.

Attributes	Essential criteria	Desirable criteria
Ability and Skills	<p>Excellent IT literacy skills - Experience of using MS Excel, PowerPoint, Word, and Outlook.</p> <p>Excellent communication skills (verbal and written), good telephone skills with a range of customers, including those where English is their second language.</p> <p>Ability to seek, retrieve and collate information from a variety of sources and make judgements.</p> <p>Ability to keep up to date with and explain complex legislation so it can be clearly understood by others.</p> <p>Ability to create and review support plans with families.</p> <p>An understanding of the difficulties faced by newly arrived refugees and an ability to adapt service delivery to meet individual families' needs.</p> <p>Ability to work in partnership with external agencies to achieve positive outcomes for vulnerable families.</p> <p>Planning and organising own workload.</p> <p>Numerical skills & ability to analyse spreadsheets.</p> <p>Excellent attention to detail.</p> <p>Fair and objective decision-making ability.</p> <p>Tact and empathy.</p> <p>The ability to work well individually and part of a team.</p>	
Equal Opportunities	<p>Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.</p> <p>An understanding for the need of confidentiality and a non-judgmental approach to service delivery.</p> <p>A strong commitment and understanding of diversity and cultural differences.</p>	

Attributes	Essential criteria	Desirable criteria
Additional Factors	<p>Driven by customer excellence.</p> <p>A commitment to equal opportunities and social inclusion.</p> <p>Flexible attitude to working hours and to be prepared to work outside normal office hours on occasion according to the needs of the service.</p> <p>Must be able to travel throughout the county using own transport.</p>	