

JOB PROFILE

Directorate:	Housing & Wellbeing
Service Area:	Housing, Planning, Regeneration & Regulatory Services
Job Title:	Refugee Resettlement Team Leader (Asylum Dispersal)
Grade:	SO2
Post Number:	M558
Base/Location:	Council Offices, Southfield Road, Loughborough
Responsible To:	Head of Strategic Housing Refugee Resettlement Manager
Responsible For:	Asylum Support Assistant Refugee Resettlement Officer (Asylum Dispersal)
Key Relationships/ Liaison with:	<ul style="list-style-type: none"> Internal and external services and agencies including statutory and voluntary organisations The Home Office, Strategic Migration Partnership and Serco Service users

Job Purpose

- To work with the Home Office, their partners, internal and external services and community and voluntary sector organisations to deliver interventions that support individuals granted asylum in the move-on process from asylum accommodation into the community.
- To manage the asylum support staff and service.
- To develop and deliver a short-term customer-focused intervention support service to new refugees, with a particular focus on providing advice and guidance regarding housing options and accessing relevant services including education, healthcare and benefits.
- Delivery of an effective and appropriate service to all service users, fairly and without discrimination.

Main Duties and Responsibilities

1.	To coordinate the Council's response to asylum related issues, acting as a key point of contact for the service, and sustaining a network of contacts in the statutory, community and voluntary sector.
2.	To build strong working relationships with the Strategic Migration Partnership, Asylum Move-On Liaison Officers, the Home Office, and their partners to develop a service to ensure new refugees are provided with accurate information about the move-on process and the statutory and voluntary services available to them once they leave asylum accommodation.
3.	Responsible for the day-to-day management of the service, developing, reviewing, and implementing operational procedure guides to support effective, efficient, and

	consistent service provision.
4.	Responsible for the day-to-day management of staff in the team, including provision of training, guidance, coaching, mentoring, supporting, motivating, identifying development needs, and encouraging strong team and cross-team working.
5.	To develop and deliver a comprehensive short-term support package for new refugees supporting them through the move-on process, with a particular focus on ensuring access to bank accounts, benefits, education (adult and child), housing, employability and healthcare services to ensure a smooth transition.
6.	To work closely with colleagues from the Housing Needs Service, attending relevant meetings and delivering training and/or presentations to ensure Housing Options Officers are fully aware of the specific needs, vulnerabilities and rights of newly granted refugees.
7.	To administer the provision of furniture and flooring grants to new refugees and to support individuals to access any grants that may be available to them through external statutory and voluntary services.
8.	Ensure accurate customer records of support provision are maintained, ensuring effective communication across all related teams and external partners. Protect and manage information securely, reporting breaches and suspected breaches in line with council policies and procedures.
9.	Ensure service standards and performance targets are achieved through regular performance monitoring, collation and timely submission of performance reports and returns, and assist in the identification and implementation of corrective actions.
10.	Engage and consult with individuals supported by the service to obtain feedback on all aspects of the service, taking action where appropriate.
11.	Assist the Refugee Resettlement Manager in the development and monitoring of the service. This may include developing performance monitoring and management techniques, producing reports and preparing responses to Freedom of Information Requests and writing reports.
12.	Assist the Refugee Resettlement Manager with the management and monitoring of relevant budgets, working within allocated budgets, raising purchase orders, processing grant related invoices and payments and maintaining spreadsheets/schedules showing committed financial assistance and spend to assist with reconciliations.
13.	Assist the Refugee Resettlement Manager in raising awareness about the service, representing the service at internal and external meetings, and providing information, guidance and training for internal and external services and partners.
14.	Ensure the delivery of fair and equal services to all customers, in line with council policies.
15.	Ensure safeguarding concerns are identified and reported, in line with council policies.
16.	Undertake such other duties commensurate with your grade, and/or hours of work, as may reasonably be required of you, at your main place of work and at any other of the council's establishments.
17.	To participate in a rota system, ensuring that the service is fully staffed between 9am and 5pm Monday to Friday so that urgent enquires are dealt with in a timely manner.
<ul style="list-style-type: none"> • The nature of the work may involve the jobholder carrying out work outside of normal working hours. • As this job is designated as a 'regulated activity' (i.e. it involves certain activities in relation to children and/or vulnerable adults) or is an exempt position under the Rehabilitation of Offenders Act, an enhanced DBS check is essential. 	

This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.

Charnwood Borough Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.

This post is eligible for a DBS check under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (i.e. it involves certain activities in relation to children and/or adults) and defined as regulated activity under Part 1 of the Safeguarding Vulnerable Groups Act 2006 before the coming into force of section 64 of the Protection of Freedoms Act 2012 on 10th September 2012. Therefore a **DBS enhanced check (without a barred list check)** is an essential requirement.

Prepared by: Resettlement Service Manager

Date: November 2024

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	Essential	Desirable
<u>Qualifications</u>		
Level 4 Certificate (or equivalent) in Housing or other relevant subject		✓
Housing, Health and Safety Rating System (HHSRS) Practitioner qualification		✓
Or		
Demonstrable experience identified within the section below.	✓	
<u>Experience</u>		
Significant experience of delivering asylum or refugee resettlement support services, or related support services	✓	
Experience of developing, implementing and reviewing a support package	✓	
Experience of partnership working	✓	
Experience managing performance	✓	
Experience of responding to customer complaints		✓
Experience of managing staff		✓
Experience managing budgets		✓
<u>Skills / Knowledge</u>		
Current knowledge of asylum dispersal and refugee resettlement schemes	✓	
Current knowledge of statutory services available to Granted Asylum Seekers including welfare benefits, health and education services	✓	

Strong verbal communication skills and ability to deliver clear and effective presentations	✓	
Strong written communication skills and ability to produce clear and accurate letters and reports	✓	
Strong time management, organisational, prioritisation and planning skills and ability to meet deadlines and achieve performance targets whilst ensuring quality of service	✓	
Ability to lead, manage and develop staff	✓	
Ability to develop and maintain effective working relationships with partner agencies	✓	
Ability to develop, review and implement effective operational procedures	✓	
Ability to analyse and interpret data to identify trends and improvements		✓
Mediation skills		✓
<u>Interpersonal Skills</u>		
Self-motivated and resilient with the ability to effectively manage workloads without direct supervision and when under pressure	✓	
Ability to work constructively as part of a team and have a positive influence on a team	✓	
Ability to deal with enquires and complaints in an assertive and sympathetic manner	✓	
Commitment to providing excellent services and continuous improvement	✓	
Commitment to providing fair and equal services and opportunities	✓	
<u>Other requirements</u>		
Ability to travel in and around Charnwood when required	✓	
Ability to work outside normal service opening hours and respond to emergencies when required	✓	
An understanding of, and commitment to equal opportunities, and the ability to apply this to all situations.	✓	
Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.	✓	

