

JOB PROFILE

Directorate:	Housing and Wellbeing
Service Area:	Strategic Housing
Job Title:	Refugee Resettlement Officer
Grade:	D
Post Number:	M506
Base/Location:	Charnwood Borough Council Offices
Responsible To:	Head of Strategic Housing Resettlement Services Coordinator
Responsible For:	N/A
Key Relationships/ Liaison with:	- Families resettled through the UK's refugee resettlement Schemes - Leicestershire District and Borough Councils and Rutland County Council - Statutory and Voluntary Sector agencies and organisations

Job Purpose

- To provide an effective and holistic integration and orientation support through a combination of home visits, telephone support sessions, support at external appointments and workshops to a case load of families resettled on the UK's refugee resettlement schemes across Leicestershire and Rutland.
- To provide practical short-term and long-term support to refugees who may have complex needs to enable them to carry out their responsibilities, understand their rights and the services available to them, and adapt to living independently in the UK by the end of their support package.
- Delivery of an effective and appropriate service to all service users, fairly and without discrimination.

Main Duties and Responsibilities

1.	To support a performance management culture focused on achieving key objectives.
2.	To take personal responsibility for promoting a customer focused service.
3.	To contribute to establishing a well-motivated and empowered team, supporting colleagues, showing mutual respect and understanding of each other's roles and responsibilities.
4.	To act as an ambassador of Charnwood Borough Council by displaying a professional and responsible attitude at all times.
5.	To be committed and sensitive to ensuring equality of opportunity in service provision.
6.	To comply with the organisation's health and safety, equality, diversity and inclusion

	policies.
7.	To ensure that legal, statutory and any other relevant provisions governing or affecting the Council and Services are strictly observed.
	<u>Key Responsibilities (Functional)</u>
8.	To plan for the arrival of a new family, ensuring that relevant appointments with external services are arranged pre-arrival and that you have familiarised yourself with the property, local area and services.
9.	To effectively manage a caseload and prioritise workload to meet the demands of the service and the needs of customers.
10.	To identify vulnerable individuals' support requirements at the earliest possible stages and co-ordinate the support required to meet their needs employing a partnership approach to ensure effective service delivery.
11.	To provide one to one and group support to individuals and families resettled in the UK through a combination of home visits, telephone support sessions, support at external meetings and workshops.
12.	To support families to understand the cultural differences between the UK and their country of origin and how to navigate and access UK services accordingly.
13.	To provide support around improving life skills, for example; budgeting, paying bills, dealing with correspondence, contacting landlords, understanding rights and responsibilities in the UK, and researching appropriate services and understanding how to access them.
14.	To work with clients to set and review targets and goals and monitor progress towards independence by completing needs assessments, support plans and support reviews.
15.	To support clients in making plans for their future and refer them to the Employment Advisor or external services where necessary.
16.	To support clients to overcome barriers causing social isolation, encouraging access to community groups and recreational facilities.
17.	To support clients to attend English language classes and facilitate access to childcare provision where needed to increase attendance.
18.	To work with an interpreter service where necessary, to ensure that families can fully understand the information being presented to them, helping them to obtain clarification where needed.
19.	To act as a point of contact for vulnerable families and liaise with other service areas and agencies on their behalf where necessary.
20.	To work within a multi-agency framework, communicating effectively with colleagues, other professionals and clients, ensuring that there is a coordinated response to addressing the family's needs in order to achieve delivery of an effective, holistic and customer focused service. This may include attending multi-agency meetings and writing any required reports.
21.	To represent Charnwood Borough Council at external partnership meetings.
22.	To develop and maintain effective working relationships with a range of voluntary and statutory partners and sustain a network of contacts.
23.	To deliver a comprehensive support service to all clients, providing assistance and guidance on a range of topics, including but not limited to education, housing and homelessness, utilities, healthcare, welfare benefits, culturally acceptable behaviour, completing grant applications and budgeting.
24.	To refer clients to external organisations where necessary, working alongside other service providers to ensure clients are supported for the duration of each referral.

	This might include providing support with attending appointments, understand the implications of correspondence and supporting clients to contact other organisations.
25.	To work towards a set of goals and outcomes with all clients, tailoring the service delivery to the needs of each individual.
26.	To work with community and religious organisation to ensure cultural, religious and social needs are met.
27.	To maintain professional boundaries with customers at all times, while supporting refugees to understand the roles and limitations of the Council and other agencies and services available to them.
28.	To monitor and report on the support need, hours of support provision and progress towards independence of each family case.
29.	To maintain accurate records of support provision, uploading case notes and support reviews in a timely manner.
30.	To carry out risk assessments on families and identify any potential staff or public safeguarding concerns in conjunction with other agencies and organisations.
31.	To assist the Resettlement Services Coordinator in engaging and consulting with families and stakeholders in all aspects of the Resettlement Services.
32.	To be familiar with and able to provide advice and guidance with regard to safeguarding adults and children and assist with safeguarding referrals.
33.	To assist the Resettlement Services Coordinator in delivering training, attending external and internal meetings, and raising awareness about the Resettlement Schemes and service.
34.	To carry out any other duties as may be deemed necessary by your Line Manager.
35.	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.
36.	To be responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.
37.	The postholder will be required to undertake such other duties commensurate with the grade, and / or hours of work, as may be reasonably be required.

Special Factors

- 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 Services Coordinator

Date: November 2023

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	Essential	Desirable
<u>Qualifications</u>		
5 GCSEs including Maths and English at grade C or above (or equivalent).	✓	
Or		
Demonstrable experience identified within the section below.	✓	
<u>Experience</u>		
Experience in working intensively with vulnerable people with a range of complex needs.		✓
Experience of working with people with mental health difficulties.	✓	
Experience of working with refugees, asylum seekers and people who speak English as a Second Language.	✓	
Experience of providing a holistic package of support and of setting goals and monitoring progress to ensure outcomes are met.		✓
<u>Skills / Knowledge</u>		
Ability to speak, read, write and understand Arabic, Pashto or Dari would be desirable however is not necessary	✓	✓
Ability to make decisions, take the initiative, and work under own direction.	✓	
Excellent problem solving skills and the ability to use appropriate discretion to address complex situations.	✓	
Ability to manage a demanding case load and to plan and prioritise effectively in order to achieve targets and meet	✓	

	Essential	Desirable
deadlines. Ability to understand, interpret and fully apply prescribed processes in line with Council policy, including the application of sound judgement and discretion where required. Ability to assess support need and vulnerabilities and tailor the support package appropriately. Ability to work in partnership with external agencies to achieve positive outcomes for vulnerable families. A good understanding and practical experience of Information Technology. Current knowledge of Welfare Benefits. Good written communication skills including the ability to produce concise and clear reports. Ability to create and review support plans with families. Ability to maintain accurate and comprehensive records both manually and electronically. Good knowledge of the statutory framework in relation to safeguarding and an ability to apply this in practice and in day to day case work. The ability to converse at ease with customers and provide advice in understandable spoken English is a requirement of the post.	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	✓ ✓
<u>Interpersonal Skills</u> Excellent interpersonal skills and a proven ability to communicate effectively at all levels both internally and with external partners. Ability to communicate effectively with vulnerable people with complex needs, often in crisis.	✓ ✓	
<u>Other requirements</u> Must be flexible and be prepared to work outside normal office hours on occasion, according to the needs of the service. Must be able to travel throughout the Borough using own transport. 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.	✓ ✓ ✓ ✓	

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