

## JOB PROFILE

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| <b>Directorate:</b>                         | Housing and Wellbeing   |
| <b>Service Area:</b>                        | Strategic Housing   |
| <b>Job Title:</b>                           | Refugee Resettlement Team Leader  |
| <b>Grade:</b>                               | SO2   |
| <b>Post Number:</b>                         | M519  |
| <b>Base/Location:</b>                       | Charnwood Borough Council Offices   |
| <b>Responsible To:</b>                      | Refugee Resettlement Services Manager   |
| <b>Responsible For:</b>                     | Refugee Resettlement Support Officer<br>Refugee Resettlement Support Assistant<br>Refugee Resettlement Employment Advisor |
| <b>Key Relationships/<br/>Liaison with:</b> | Internal service managers<br>Representatives from local and national partner organisations<br>Service users               |

### Job Purpose

- To manage, support and develop staff in the Refugee Resettlement Team.
- To ensure the Refugee Resettlement Service is effectively and efficiently delivered, in line with procedures and policies.
- To deal with complex cases.
- To resolve customer complaints.
- Delivery of an effective and appropriate service to all service users, fairly and without discrimination.

### Main Duties and Responsibilities

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| 1. | Responsible for the day-to-day management of the refugee resettlement service, including the assessment and identification support requirements, development, implementation and review of tailored support plans, to ensure refugees receive effective, appropriate and timely support from the service and from external organisations as required, to enable resettled households to live independently in the UK. |
| 2. | Responsible for on the job training, providing guidance, coaching, mentoring, supporting, and motivating, identifying development needs, and encouraging strong team and cross-team working.  |
| 3. | Monitor the implementation and effectiveness of support plans, providing intervention where necessary to ensure that each family receives appropriate support in a timely manner.   |
| 4. | Ensure the service is delivered effectively and efficiently, in line with policies and procedures, and ensure consistency in service provision and decision making.   |

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| 5.  | 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.  |
| 6.  | Work closely with Refugee Resettlement Services Manager to develop, review, and implement operational procedure guides to support effective, efficient, and consistent service provisions.  |
| 7.  | Engage and consult with households supported by the Resettlement Service to obtain feedback on all aspects of the service and take this into account when supporting in the development of the service.   |
| 8.  | Act as a point of contact for households supported through the schemes and liaise with other service areas and agencies on their behalf where necessary.  |
| 9.  | Undertake complex cases, as directed by the Refugee Resettlement Manager.   |
| 10. | Resolve customer complaints in line with policy and procedure.  |
| 11. | Develop and maintain effective working relationships with a range of internal and external services and partners, including statutory and voluntary organisations, across Charnwood, Leicestershire and Rutland, acting as a key point of contact for the service, and sustain a network of contacts.   |
| 12. | Work with the Home Office, Strategic Migration Partnership and local authorities across Leicestershire and Rutland to make arrangements for new households to be resettled across the County and Rutland.   |
| 13. | Work within a multi-agency framework to ensure there is a coordinated response to addressing the needs of resettled households in order to ensure the delivery of an effective, holistic and customer focused service.  |
| 14. | Ensure appropriate referrals are made to external services, specialist agencies and support providers in a timely fashion to ensure support provision is tailored to customer's individual needs and that any additional identified needs can be met.   |
| 15. | Responsible for the sourcing, coordination and preparation of accommodation to be available for the arrival of refugees across Leicestershire and Rutland either through the direct sourcing of properties or through liaison with local authorities procuring their own accommodation. Ensure that all accommodation is suitable, affordable and fit for purpose, carrying out HHSRS checks on privately rented properties where required. |
| 16. | Ensure accurate customer records of support provision are maintained, ensuring effective communication across all related teams and external partners.  |
| 17. | Assist the Refugee Resettlement Services Manager in the development of performance monitoring and management techniques for the service.  |
| 18. | Assist the Refugee Resettlement Services Manager with responses to freedom of information requests.   |
| 19. | Assist the Refugee Resettlement Services Manager in the development of the service.   |
| 20. | Assist the Refugee Resettlement Manager in delivering training around legislation, attending external and internal meetings, and raising awareness about the resettlement schemes.  |
| 21. | Assist the Refugee Resettlement Manager with the management and monitoring of relevant budgets, work within an allocated budget, raising purchase orders, processing grant related invoices and payments and maintaining spreadsheets/schedules showing committed financial assistance and spend to assist with reconciliations.  |
| 22. | Ensure the delivery of fair and equal services to all customers, in line with council policies.   |

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| 23. | Ensure safeguarding concerns are identified and reported, in line with council policies.   |
| 24. | Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.                                    |
| 25. | 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. |

### Special Factors

- The nature of the work may involve the jobholder carrying out work outside of normal working hours.

**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 is defined as regulated activity under Part 1 of the Safeguarding Vulnerable Groups Act 2006. Therefore a **DBS enhanced check for a regulated activity (includes a barred list check) is an essential requirement.**

**Prepared by:** Head of Strategic Housing

**Date:** January 2024

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| <b>Service Area:</b> | Strategic Housing                |
| <b>Job Title:</b>    | Refugee Resettlement Team Leader |
| <b>Grade:</b>        | SO2                              |
| <b>Post Number:</b>  | M519                             |

|  | Essential | Desirable |
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| <b><u>Qualifications</u></b>   |           |           |
| Level 4 Certificate (or equivalent) in Housing or other relevant subject.  | ✓         |           |
| Housing, Health and Safety Rating System (HHSRS) Practitioner qualification  |           | ✓         |
| <b>Or</b>  |           |           |
| Demonstrable experience identified within the section below.   | ✓         |           |
| <b><u>Experience</u></b>   |           |           |
| Significant experience of delivering 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.   |           | ✓         |
| <b><u>Skills / Knowledge</u></b>   |           |           |
| The ability to converse at ease with customers and provide advice in understandable spoken English is a requirement of the post. | ✓         |           |
| Current knowledge of refugee resettlement schemes.   | ✓         |           |

|  | Essential | Desirable |
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| Current knowledge of statutory services available to resettled households including welfare benefits, health and education services.   | ✓         |           |
| 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.  |           | ✓         |
| 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.   | ✓         |           |
| <b><u>Interpersonal Skills</u></b>   |           |           |
| Strong verbal communication skills and ability to deliver clear and effective presentations.   | ✓         |           |
| <b><u>Other requirements</u></b>   |           |           |
| Ability to travel in and around Charnwood, Leicestershire and Rutland when required.   | ✓         |           |
| An understand 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.      | ✓         |           |

|  | Essential | Desirable |
|--|-----------|-----------|
| Ability to work outside normal service opening ours and respond to emergencies when required | ✓         |           |

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