

JOB DESCRIPTION

Job Title:	Resettlement Officer		
Directorate:	People	Salary:	£37,563 - £42.123 per year plus £753 London Weighting and £963 Essential Car User
Section:	Early Help & Communities	Grade:	BG-G SCP25-30
Location:	The Bracknell Hotel, Bracknell	Work Style:	Fixed

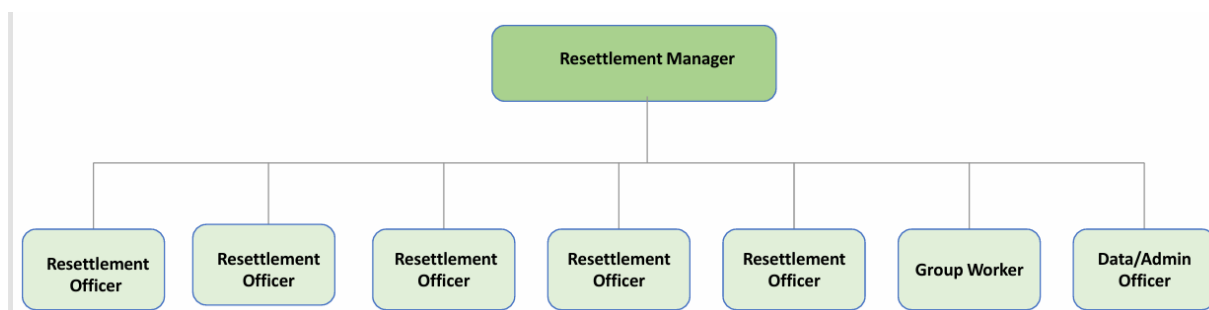
Key Objectives of the role

To work as part of a multi-disciplinary team, both virtually and face to face, supporting families who are arriving under Government Migration Schemes. You will be responding to their immediate resettlement needs and seeking additional advice and support from professional and community networks where specialist knowledge or experience is required.

To work closely and creatively with the local communities, voluntary organisations, childcare and educational provisions (0-19 years), and partner agencies to establish and connect to appropriate services to meet the needs of those arriving under Government Migration Schemes.

To operate with a high level of care across all relevant agencies and services to ensure that children's and adults safeguarding thresholds are adhered to, with particular regard to criminal exploitation, human trafficking and domestic servitude.

Designation of post and position within departmental structure



Daily and monthly responsibilities

1. To coordinate resettlement support for families arriving through Government Migration Schemes, recognising their complex and individual needs, and connecting them with appropriate universal and targeted services. This includes ensuring all necessary referrals and applications are completed, such as for the DWP, schools, and the NHS
2. To conduct and oversee comprehensive needs and risk assessments, ensuring they accurately reflect identified requirements and enabling an appropriate response to changing needs and potentially complex situations.
3. To establish and maintain effective and collaborative working relationships with statutory and voluntary agencies, to ensure a high standard of service and safeguarding responsibilities to displaced families arriving in the borough.
4. To manage conflicting and quickly changing priorities and respond to situations as required in a professional and timely manner, keeping the adults and children at the heart of any decisions made.
5. To work within established procedures for handling and assessing information, notably confidentiality, safeguarding and health and safety. Undertaking risk assessments where appropriate and ensuring appropriate and timely support packages.
6. To ensure that this work has a focus on fostering the independence of the guests and has respect for the culture, personal history and situation of all its users.
7. To work with and supervise interpreters as appropriate.
8. To ensure all interventions and support are delivered in line with national and local policies and procedures—such as the Afghan Resettlement Programme (ARP) and Afghan Relocations and Assistance Policy (ARAP)—and in accordance with the Council's values, particularly those relating to behaviour, diversity, and equal opportunities.
9. To promote the long-term integration of families into the UK by providing a range of tailored services to them, and through working with other service providers to maximise the opportunities available to them.
10. To maintain accurate and comprehensive case records, deliver and review individual and family support plans where applicable in line with service standards and case recording protocols and GDPR requirements.
11. To work with other colleagues to meet the language, career and community integration needs of guests. This could be 1:1 support or the establishment of groups and clubs.
12. To support the wider operational needs of the team such as maintaining admin tasks, communications and responding to individual needs of guests and assisting with the organisation of events and support services.
13. To work outside of core office hours as service needs require.

Scope of role

Commitment to the Council's Equal Opportunities policy at all times

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only

PERSON SPECIFICATION

KEY CRITERIA	ESSENTIAL	DESIRABLE
Skills and qualifications	Educated to at least Level 4 in one of the following, social care, education, parenting, family work or health services or equivalent experience. Educated to GCSE A-C level or equivalent, including literacy and numeracy.	Hold a relevant qualification or have direct experience of working with children, young people and families with complex needs. Level 1 Safeguarding Training.
Competence Summary (Knowledge, abilities, skills, experience)	Understanding of and commitment to the requirements of safeguarding children, young people, vulnerable adults and promoting their welfare. Knowledge of local support groups within Bracknell Forest to help with community integration and settlement support. Experience working directly with individuals around matters related to housing, social care, employment, and/or accessing benefits. Experience of working within a multi-agency environment and a good understanding of how to navigate services that contributes to building service users' independence and confidence. Ability to appropriately challenge where there is evidence of discriminatory practice. Experience of managing a diverse cohort of varying need, risk and complexity with the professional confidence to ensure that the intervention delivered addresses these components. Experience of working with clients to facilitate their access and engagement with mainstream statutory and voluntary sector services as an integral part of support. Ability to be an excellent communicator using active listening skills and a range of mediums and ensuring in all communications that the voice of the service user is explicit.	Experience of working with displaced and/or refugee communities and interpreter services. Experience of working within a grant funded arrangement, where designated purchases can be made.

	Ability to be administratively self- sufficient and IT literate, including working knowledge of Microsoft package.
Work-related Personal Requirements	The post holder must hold a full UK driving licence (or valid equivalent). Non-UK licences must be converted to UK licences in the first six months of employment. Proactive and self-motivated. A willingness to familiarise oneself with customs and cultures of families, as part of familiarisation to the role. Able to demonstrate a tolerant, patient and solution focused approach. Able to recognise and manage conflicting pressures. Able to work both collaboratively and independently.
Other Work Requirements	A satisfactory enhanced Disclosure and Barring Service check. This post is exempt from the Rehabilitation of Offenders Act 1974 The ability to converse easily in spoken English, explain complex or technical information to members of the public and respond effectively to detailed or complex questions for an extended period of time. To occasionally work outside of traditional hours including evenings and weekends as required by the service
Role models and demonstrates the Council's values and behaviours	Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities. We make our values real by demonstrating them in how we behave every day.

All staff should hold a duty and commitment to observing the Council's Equality & Dignity at Work policy at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.