

Job Description

Refugee Resettlement Officer

Housing Service

Directorate:	Community Wellbeing
Grade:	HC7 (JE 1097)
Location:	Plough Lane
Responsible to:	Refugee Resettlement Team Lead

Main purpose of the role

- The role will support the delivery of the refugee resettlement schemes in Herefordshire in accordance with central government funding requirements. The resettlement model is based on empowerment, focused on economic self-sufficiency, a secure place to live and successful integration. The role will deliver an effective and appropriate service to all customers, fairly and without discrimination.
- The postholder will manage a caseload of families and individuals from an initial welcome to the county, with intensive support, advice and guidance initially to a gradual reduction of support over time. The job holder will need to develop, offer and provide a range of specialist support to meet the needs of households, who have come to Herefordshire through various schemes, such as Afghan Relocations and Assistance Policy (ARAP), Afghan Citizens Resettlement Scheme (ACRS), the United Kingdom Resettlement Scheme (UKRS) and the Homes for Ukraine Sponsorship Scheme.
- Whichever scheme, the officer will provide a warm welcome and ongoing support to refugees to settle into the local community. The role will be responsive to the needs of individual households and provide tailored support as required. Support will include such areas as finances, health, housing, life skills, personal safety, educational needs, ESOL and employment.
- The postholder will work in partnership with internal and external stakeholders to implement pragmatic solutions, access specialist support, unblock barriers and facilitate a coordinated approach to addressing the household's needs which will improve their quality of life and promote sustainable independent living.
- The officer will effectively manage a caseload, prioritising their workload and carrying out their duties across the county, with a mixture of home visits, visits to other organisations, remote and office working. Hours of work will be 9.00 to 5.00pm with some evening / weekend work.
- To follow the relevant procedures for ensuring that information and data is collected and recorded accurately thus enabling the production of reliable analyses and reports.

Key Duties and Responsibilities	Frequency of Task
• Assist with the pre-planning and preparation for the arrival of refugee households, liaising with other council departments and other relevant partner organisations.	• As required
• Keep accurate records and escalating issues as needed. Activity to include: • Welcome, brief and support refugees on or soon after arrival; • Provide support directly or indirectly so refugees can do the following: • access services such as primary and secondary healthcare, and dentist registration; • open bank accounts; • school and nursery enrolment; • access mainstream benefits and services;	• Daily

Key Duties and Responsibilities	Frequency of Task
• manage independent living; • understand cultural differences; • access local provision and activities, including ESOL and community support.	
• Develop and regularly review strengths-based needs assessments/ support plans / risk assessments with refugee households enabling them to sustain their home, improve self-reliance and independence through partnership working and accessing / signposting to a range of external services.	• Weekly
• To provide support through regular contact including home visits, telephone, email etc as well as accompanying refugees to appointments as required to achieve support objectives.	• Weekly / Monthly
• Be familiar with and able to provide advice and guidance with regard safeguarding adults and children and assist with safeguarding referrals	• As required
• Ensure the use of translation and interpretation services (using Herefordshire Language Network where possible) so that refugees resettling in Herefordshire are able to access and understand what help and support is available.	• Daily
• Work closely with the skills development and employment providers to support refugees into education, training and employment.	• Weekly
• Undertake physical accommodation checks as appropriate to scheme requirements, including discussions and assessment of homes in line with the relevant local, regional or national guidance.	• Weekly
• Be able to (and recognise the need to), modify and adapt methods of communication, especially in response to stressful and difficult situations and ensure polite, efficient and appropriate communications exist at all times.	• Daily
• Prepare reports and correspondence as needed in response to the needs of the refugee households	• Daily
• Keep full and accurate records of all work undertaken whilst ensuring that sensitive and confidential data is stored accurately and appropriately in line with data protection and GDPR.	• Daily
• Maintain accurate customer records, in accordance with scheme requirements (local and government)	• Daily
• Seek senior advice as and when appropriate for challenging or complex cases or incidents.	• Weekly
• Keep up to date with changes in legislation, guidance and technical working practices relevant to each resettlement scheme.	• Monthly
• Liaise with and develop partnerships with other agencies and services in order to provide a full range of choices and options for all refugees, such as linking with education/employment, housing,	• Weekly

Key Duties and Responsibilities	Frequency of Task
mental health services, making sure individuals are supported in times of crisis and in reaching their full potential.	
• Use databases set up to manage the various refugee schemes in a competent and safe manner, including the recording, interpretation and safe custody of results.	• Daily
• Contribute to the ongoing development of current protocols, guidance and standard operating procedures as appropriate	• Monthly
• Undertake and participate with any training required for the post holder to fully carry out their duties, including mandatory updates / refresher training.	• As required
• Take such decisions required of the Resettlement Officer and using your own initiative, take appropriate action, having an understanding of when to take further through escalation to senior officers.	• Always
• Demonstrate clear decision making and problem solving to issues managed within the team and ensure effective risk management planning in service delivery.	• Always
• The post holder must at all times carry out his/her responsibilities with due regard to the Council's policy, organisation and arrangements for Health and Safety at Work.	• Always
• To comply with safe systems of work in accordance with the Directorate's Health, Safety and Welfare Policies and Procedures.	• Always
• Promote data confidentiality in accordance with GDPR	• Always

Person Specification

Requirements	Essential or Desirable	Identified by A – Application I – Interview
Qualifications and Training		
Good educational standard to A Level or equivalent NVQ Level 3 or substantial relevant experience	Essential	A
At least 5 GCSEs at Level 4 or above to include English and Maths	Essential	A
Experience & Knowledge		
Delivering customer focused services and support which are tailored to the needs of individuals, especially in a situation of transition and uncertainty, promoting fairness and equality in service delivery.	Essential	A, I
Have experience of working with people from a range of different cultures and backgrounds, ideally in a community setting.	Essential	A, I
Understand the main barriers to successful integration and be able to work with others to overcome these barriers.	Essential	I
Working alongside other partners such as Housing, Education, Health and Social Care as well as external organisations.	Desirable	A, I
Working effectively with others in a busy environment, coping under pressure and managing conflicting priorities to keep to agreed targets and timescales.	Essential	I
Working within policies and according to specific guidance and procedures.	Essential	A, I
Maintaining accurate casework records; keeping up to date information; using spreadsheets and databases.	Essential	A, I
Proven experience of managing relationships with internal and external stakeholders	Essential	I

Requirements	Essential or Desirable	Identified by A – Application I – Interview
Significant experience of IT systems, including Microsoft Office and databases	Essential	A, I
Knowledge and understanding of welfare benefits, housing, education and employment support to help people move towards independence.	Essential	A, I
Have an understanding of safeguarding issues for adults and children.	Essential	I
Skills and Abilities		
Excellent verbal and written communication skills to ensure that complex matters can be explained concisely to different audiences.	Essential	I
Excellent planning and project management skills, with the ability to work under pressure, meet challenging deadlines and manage competing priorities.	Essential	I
To work on own initiative where required and collaboratively as part of a multi- disciplinary team.	Essential	I
Strong relationship building and interpersonal skills	Essential	I
Respond effectively to enquiries from members of the public and partner agencies.	Essential	I
Deliver high quality face to face support in the community, delivered sensitively in ways which respect culture, personal history and the situation of those being supported	Essential	I
Ability to assimilate and analyse information / data sources	Essential	I
Ability to provide a high standard of confidentiality	Essential	I
Exercise professional judgement, assessing when specialist advice is needed to respond to the needs of complex cases, including when senior managers need to be briefed.	Essential	I

Requirements	Essential or Desirable	Identified by A – Application I – Interview
Commitment to flexible working, at various locations, including office, home, community and individual homes and outside standard office hours.	Essential	A, I
Ability to develop a rapport with the families housed.	Essential	I
A full driving licence and access to a car for work as you will need to travel throughout Herefordshire.	Essential	A, I
Commitment to the council's ethos of equality and inclusion.	Essential	I

This Job Description covers the main duties and responsibilities of the job and will be subject to review and amendment, in consultation with the post holder, to meet the changing needs of the organisation.

All employees have the opportunity to work flexibly. In order to secure the best outcomes for individuals and the service area, this will include working from home and from one or more council offices. The balance between home and office working will be agreed at the outset and regularly reviewed.

All employees must be able to commit to Herefordshire Council's equality policy and values, treating colleagues and customers with dignity and respect. All forms of bullying and harassment, and the use of inappropriate language, are unacceptable.

All council staff have a duty to promote the welfare of children, young people, and adults with care and support needs at risk of abuse and neglect who cannot take steps to protect themselves. Ensuring you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behaviour, know how to talk about it, and consent/duty to share information effectively. You will also learn about the legalities and procedures the social care staff can take.

Our Values and Behaviours

Our values are what we represent as a council and our behaviours are how we act to get things done to reach our potential.

