

Job Description

Job Role: Resettlement Support and Engagement Co-ordinator (Refugee and Migration)

Service: Refugee Resettlement and Migration Support

Role Structure	Role Details
Directorate:	Community Wellbeing
Grade:	HC07
Location:	Plough Lane
Responsible to:	Service Manager – Refugee Resettlement and Migration Support

Main purpose of the role: to develop and co-ordinate support services and activities for those coming to live in Herefordshire from migrant communities. This post will focus on those moving here on government resettlement programmes and those seeking asylum, especially Unaccompanied Asylum Seeking Children (UASC)

The post holder will:

- identify services, practical support and community activities to support refugees, those on resettlement schemes, UASC and those placed here by government to enable them to integrate within the local community and settle their lives in Herefordshire, ensuring that their cultural needs are being met.
- work with social workers within Children's Services to strengthen the corporate parenting offer for UASC by identifying services, practical support and advice and guidance to meet the young people's specific needs.
- work alongside partner agencies and community groups to support target groups, giving them the tools and encouragement to achieve their goals and aspirations.
- fulfil the liaison role between the Home Office / its providers and Herefordshire Council for any adult asylum seekers placed in Herefordshire.

Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> • Develop and maintain a database of services and activities, working collaboratively with other service providers and interested parties to ensure a comprehensive support package can be offered. 	<ul style="list-style-type: none"> • Weekly
<ul style="list-style-type: none"> • Gain an insight and have an understanding of the barriers refugees, those on government resettlement schemes and unaccompanied asylum seeking children face in accessing services and activities and seek solutions to overcome those issues. 	<ul style="list-style-type: none"> • Monthly



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> Work with local educational providers and facilitate appropriate English language provision / ESOL and access to other educational and training opportunities as appropriate. 	<ul style="list-style-type: none"> Monthly
<ul style="list-style-type: none"> Identify gaps in provision of services and activities through feedback and seek opportunities to address those gaps to include supporting funding bids if required. 	<ul style="list-style-type: none"> Monthly
<ul style="list-style-type: none"> Monitor and evaluate progress and impact of services and activities to help improve their quality and impact. 	<ul style="list-style-type: none"> Monthly
<ul style="list-style-type: none"> Liaise with all those providing services to the target groups including housing, support providers, education services, community and faith groups to ensure a co-ordinated approach to services. 	<ul style="list-style-type: none"> At least quarterly
<ul style="list-style-type: none"> Co-ordinate a multi-agency approach through information sharing with partners. 	<ul style="list-style-type: none"> Monthly
<ul style="list-style-type: none"> Explore the potential of a peer support / buddying network / team of befrienders and develop this as an option if appropriate. 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> Develop and maintain a close working relationship with Children Services and have an understanding of their statutory duties as well as key factors in promoting the welfare of UASC. 	<ul style="list-style-type: none"> Weekly
<ul style="list-style-type: none"> Facilitate local support for adult asylum seekers living in dispersed accommodation in Herefordshire. 	<ul style="list-style-type: none"> Monthly
<ul style="list-style-type: none"> Develop and maintain a working knowledge of Home Office asylum processes and legislation and keep up to date with issues affecting asylum seekers locally, regionally and nationally. 	<ul style="list-style-type: none"> At least quarterly
<ul style="list-style-type: none"> Be a single point of contact for Home Office, its providers and the WMSMP for queries and information dissemination relevant to the asylum seeker agenda. 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> Develop and maintain relationships with external bodies, such as neighbouring authorities and the West Midlands Strategic Migration Partnership (WMSMP) to exchange information, expertise and best practice. 	<ul style="list-style-type: none"> Monthly



Person Specification

Requirements	Essential or Desirable	Identified by A – Application I – Interview
Qualifications and Training		
<ul style="list-style-type: none"> NVQ level 3 or equivalent experience 	Essential	A, I
<ul style="list-style-type: none"> At least GCSE grade C / 4 or above, including in English and Maths 	Essential	A, I
<ul style="list-style-type: none"> Evidence of continuing professional development 	Essential	A, I
Experience & Knowledge		
<ul style="list-style-type: none"> Of working with Voluntary and Community Sector 	Essential	A, I
<ul style="list-style-type: none"> Of working with marginalized communities 	Desirable	
<ul style="list-style-type: none"> Of co-ordinating complex information from a number of sources 	Essential	A, I
<ul style="list-style-type: none"> Of maintaining online content 	Desirable	A, I
<ul style="list-style-type: none"> Of community development work 	Desirable	A, I
<ul style="list-style-type: none"> Of managing relationships with internal and external stakeholders 	Essential	A, I
<ul style="list-style-type: none"> Knowledge and understanding of the social care framework 	Essential	A, I
<ul style="list-style-type: none"> Knowledge and understanding of migration, human rights and the asylum in UK 	Essential	A, I

Requirements	Essential or Desirable	Identified by A – Application I – Interview
Skills and Abilities		
<ul style="list-style-type: none"> Good verbal and written skills and the ability to communicate clearly and sensitively with colleagues and young people. 	Essential	A, I
<ul style="list-style-type: none"> Excellent negotiation skills and being able to challenge when appropriate. 	Essential	A, I
<ul style="list-style-type: none"> Ability to plan, prioritise and manage own caseload to agreed targets, and good time management skills 	Essential	A, I
<ul style="list-style-type: none"> People skills and ability to build relationships with diverse groups of people 	Essential	A, I
<ul style="list-style-type: none"> Ability to maintain high standards of confidentiality 	Essential	A, I
<ul style="list-style-type: none"> Understand the needs and influences on children and young people and barriers that contribute to non-involvement.. 	Essential	
<ul style="list-style-type: none"> Ability to plan, prioritise and manage own workload. To work on own initiative where required and as part of a multi-agency team 	Essential	A, I
<ul style="list-style-type: none"> Proficient IT skills with a willingness to adopt and learn new technologies and systems – 	Essential	A, I
<ul style="list-style-type: none"> Proactive and dynamic 	Essential	A, I
<ul style="list-style-type: none"> Skills in report writing as well as effective presentation skills 	Essential	A, I



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 behavior, 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

The council's THRIVE core values are our guiding principles and beliefs that shape our culture and behaviour within the council. They help us to achieve our Council Plan vision "do our best for Herefordshire" acting as our DNA and the "way that we do things around here". We expect all colleagues to act as a role model by living our values and setting an example for others. Our values strive to promote a thriving workforce by fostering a culture of trust, being honest and responsible, inclusive, valuing people and resources and leading with empathy.

Trust - Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are reliable and fulfil commitments.

Honesty - Demonstrating truthfulness, integrity, and transparency in all communications, decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.

Responsibility - Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and results. Proactively contributing to the achievement of your own, the team and council goals.

Inclusivity - Embracing diversity, equity and inclusion by recognising and valuing the unique perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.

Value - Upholding high standards, ethics and integrity to guide our actions and decisions. Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.

Empathy - Demonstrating a genuine and caring understanding of others' feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others.

