

Northumberland County Council  
**JOB DESCRIPTION**

<b>Post Title:</b> Resettlement Officer		<b>Director/Service/Sector</b> Housing & Public Protection		<b>Office Use</b>
<b>Grade:</b> Band 6		<b>Workplace:</b> Civic Centre, Blyth		JE ref: 3839 HRMS ref:
<b>Responsible to:</b> Asylum Seeker & Refugee Manager		<b>Date:</b> May 2021	<b>Manager Lever:</b>	
<b>Job Purpose:</b> <ul style="list-style-type: none"><li>• To provide effective support to families and individuals who may have complex needs and who are resettling in Northumberland under the Government approved Resettlement Scheme. Complex needs may include housing support related needs, physical/mental health and financial needs.</li><li>• Where Asylum Seekers have been granted leave to remain, in line with the Nationality, Immigration and Asylum Act 2002, deliver support to ensure positive outcomes, including access to suitable housing and benefits</li><li>• To promote in partnership with internal &amp; external agencies the settlement and integration of refugees and asylum seekers.</li><li>• Actively support clients to access to education, employment and training.</li></ul>				
<b>Resources</b>	Staff	Mentoring junior staff & trainees as appropriate. Manage the day-to-day activities of Volunteers employed to support Refugees.		
	Finance	Day to day responsibility for budget used to support families. Handling petty cash and raising invoices for services. Make decisions which have a financial implication including booking interpreters.		
	Physical	Responsible for the completion and safekeeping of confidential information and the collation of data to support Government returns. Maintains and operates corporate information systems. Responsible for confidential valuable documents – financial, identity and benefits documentation.		
	Clients	Daily contact with vulnerable people who require support including survivors of torture and those with PTSD and complex mental health issues, <del>clients with complex needs and mental health issues</del> ; contact with Elected Members; senior managers; staff throughout the Council; local residents; external partners & providers including the Home Office; & support organisations.		
<b>Duties and key result areas:</b> <p>The post holder is responsible for ensuring the work with families respects and values all cultures and is appreciative of the variety of family structures and ways of bringing up children.</p> <ul style="list-style-type: none"><li>○ To provide practical and emotional support to vulnerable people assisting with issues around finances, health, housing, life skills, personal safety, legal issues, substance misuse, children and employment.</li><li>○ To support clients to understand and adhere to laws in the UK and to understand cultural norms in employment, education and personal relationships</li><li>○ Completion of applications for welfare benefits as well as specialist applications for Biometric Residence Permits and Home Office Travel Documents</li><li>○ To support and mentor less experienced workers to become effective in their interventions with families</li><li>○ To assist in the development and co-ordination of delivery of voluntary services to meet the identified needs for asylum seekers and refugees</li></ul>				

- To facilitate access of asylum seekers and refugees to services within the community
- To work with the Police, Community Safety Team and others to develop community responses to hate crime
- To manage the day-to-day activities of Volunteers who support Refugee clients ensuring compliance with the Council's Volunteer Policy, and adherence to Health & Safety policies.
- Deliver training to new Volunteers on the role and remit of the volunteer within the service.
- To support the Council with information on the cultural needs of the families as required
- To offer guidance & training to stakeholders and other professionals on the cultural and religious needs of the families
- To promote equality in accordance with the Council's values
- To robustly challenge breaches of acceptable behaviour with regard to equality & diversity with a good understanding of the differences between Anti-Social Behaviour and Hate Crime to report accordingly
- To undertake practical support with clients to promote sustainable independent living
- Where Asylum Seekers have been granted leave to remain, in line with the Nationality, Immigration and Asylum Act 2002, deliver support to ensure positive outcomes, including access to suitable housing, benefits, employment etc
- To support clients with complex support needs, including survivors of torture or those with PTSD & complex mental health issues participating in risk assessments and making appropriate referrals to specialist provision
- To support clients who have significant language barriers, having no English and to develop ways to overcome this with the additional complexity of some clients being illiterate in their own language
- Complete referrals to the safeguarding team when safeguarding issues arise, ensuring sensitive and confidential information is handled and recorded appropriately and confidentially
- To work with Government appointed providers of the Asylum Accommodation & Support Contracts in Northumberland to complete property checks for the provision of dispersal accommodation for Asylum Seekers
- To support adults to engage in training, volunteering & work opportunities at their earliest opportunity
- To use effective risk assessment tools to identify risks and undertake appropriate actions
- To develop effective individual support packages by completing needs assessments, support plans and support reviews. The ability to develop plans which clearly covers all aspects of need from arrival through to integration into school and community
- To work within a multi-agency framework, communicating effectively with colleagues, other professionals and clients ensuring that there is a coordinated response to support. This may include attending conferences and Strategy Meetings and writing any required reports

- To commence Early Help assessments and chair TAF meetings. Arrange, convene and facilitate care team meetings, writing reports and compiling minutes for circulation
- To adhere to performance and monitoring requirements, complying with systems in place to monitor data and outcomes. This will include completing support paperwork to a high standard
- Adhere to both service and Council policies and procedures regarding working practices and service delivery. This will include; Safeguarding Children and Vulnerable Adults, Health and Safety, Data Protection/Confidentiality and our Code of Conduct
- Any such other responsibilities allocated which are appropriate to the grade of the post

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

#### **Work Arrangements**

Transport requirements

Working patterns:

Working conditions:

Ability to drive

The work involves the need to visit sites throughout the County on a regular and routine basis.

Flexible working including the ability to work evenings or weekend.

Northumberland County Council  
**PERSON SPECIFICATION**

<b>Post Title:</b> Resettlement Officer		<b>Director/Service/Sector:</b> Local Services & Housing		Ref: 3839	
<b>Essential</b>		<b>Desirable</b>			<b>Assess by</b>
<b>Knowledge and Qualifications</b>					
<p>NVQ level 3 or equivalent Good understanding of Safeguarding, Equality &amp; Diversity &amp; Hate Crime. Understands the diverse functions of a large complex public organisation. An active appreciation of the procedural and practical issues relating to the service. An active awareness of and active interest in the current issues facing the service. Understands the relationship between costs, quality, customer care and performance and actively monitors progress within the Department. Actively undertaking ongoing continuous professional and personal development.</p>		<p>Professional qualification in health/social work or other related field.</p> <p>Knowledge of resettlement and health issues, including mental health and how these impact on families.</p> <p>Knowledge of other cultures and faiths</p>			
<b>Experience</b>					
<p>Experience of working with families with complex needs. Evidence of working with families to affect change. Competence in using Google, Microsoft Office, Oracle applications, word processing, spreadsheets and database systems. Thorough knowledge and experience in a relevant context and service. An active desire to provide effective customer centred services.</p>		<p>Experience of working with children and families considered at risk. Previously worked in Asylum Seeker &amp; Refugee services</p>			
<b>Skills and competencies</b>					
<p>Ability to engage and challenge families. High level of both written and verbal communication skills. Ability to train others Ability to organise own workload and that of others Ability to work creatively and independently to achieve better outcomes. Ability to work as part of a multi-agency team. Effective IT skills and ability to understand and develop the use of ITC to achieve work objectives. Confident and competent in expressing own views and an active participant in internal and external meetings. Numerate and skilled at analysing/reasoning with business related statistics. Applies a methodical approach to problem solving. Adopts a collaborative approach to work. Customer focused and able to deliver within tight timescales. Dependable, reliable and keeps good time. Models and encourages high standards of honesty, integrity, openness and respect for others.</p>		<p>Understanding of solution focussed practice</p>			

Helps managers create a positive work culture in which diverse, individual contributions and perspectives are valued. Proactive and achievement oriented. Works with little direct supervision.		
<b>Physical, mental and emotional demands</b>		
Ability to meet the transport demands of the post. Work in families homes providing practical and emotional support Be able to undertake physical tasks associated with working with families. Some exposure to distressing images and material Be self aware and constantly risk assess situations that either pose or can increase risks to officers or members of the public Be able to manage significant emotional demands working with families who may have experienced torture or bereavement. Be able to work under pressure and work in a highly pressured environment on a daily basis. Ability to work alone, with support as and when required.		
<b>Other</b>		
Ability to work flexibly		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits