

Job Profile comprising Job Description and Person Specification

Job Description

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| Job Title: Refugees Resettlement Coordinator | Grade: SO2 |
| Section: MASH | Directorate: Children's Directorate |
| Responsible to following manager: Coleen Myers | Responsible for following staff: N/A |
| Post Number/s: | Last review date: |

Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

Specific Duties and Responsibilities

Main Duties

- To coordinate the arrival of new refugee families to Islington in partnership with the Home Office and other government agencies and lead on logistical arrangements to support this.
- Assist in developing publicity materials to explain and promote refugee resettlement schemes in Islington and to encourage participation from the council and the community.

- Ensure resettlement information is accurately maintained by updating the Family Information Service and through other resources to help orientation, signposting and welcome.
- Agree required contribution from NHS, Council and Voluntary & Community Sector (VCS) colleagues so that roles and responsibilities between services are clear, with a working group of nominated contacts maintained.
- With support of council services, ensure that immediate welfare, health and educational needs are addressed through school enrolment, benefit applications, GP registration and all other reasonable assistance as required post arrival.
- Through your own knowledge and understanding of the integration process and related government instructions for local authorities, explain relevant processes and expectations in the first months of the scheme so these are understood and followed.
- Ensure all required safeguarding and suitability checks are completed and recorded as appropriate Resettlement Casework.
- Hold a resettlement caseload of families and individuals welcomed to Wandsworth Council through government funded resettlement programmes and oversee the integration journey across different arrival cohorts.
- Develop individual plans to monitor people's progress towards agreed goals and positive outcomes in areas such as health, education, housing and employment.
- Throughout the programme, assist people to effectively manage their finances and maintain their accommodation independent of council support, including identifying sustainable accommodation alternatives as needs or circumstances change.
- Leverage the expertise of statutory, voluntary & community sector (VCS) partners to provide a holistic offer of support that addresses the complex needs of people who have faced significant upheaval and trauma in their lives.
- Co-produce a range of activities, events, and bespoke services as identified through casework practice and engagement. Link people to wider community services and events, including facilitating the coming together of people with shared experiences where this helps to promote personal wellbeing and create a sense of belonging and safety.
- Help identify and commission bespoke services to bolster the integration support offer and as evidenced by needs identified through casework practice.
- Able to implement a project management approach to managing and improving Islington's resettlement offer, so that teams and services can be effectively engaged in setting and achieving integration targets.
- Ensure effective signposting to specialist services and other council departments where a person's need falls outside of what can be provided through the resettlement service Grant funding, monitoring and service development.
- Complete government funding and monitoring returns, with all relevant database systems accurately maintained and reporting processes for changes of circumstances and safeguarding incidents followed.
- Ensure expenditure related to resettlement is correctly recorded and coded across the different schemes, with all required payments administered in a timely

manner for the benefit of Islington residents, accommodation providers and refugees.

- Actively contribute to the effective use of grant funding by: 1) the provision of bespoke responses related to ESOL, housing support, employment and other identified needs of those who are the beneficiaries of grant-funding; 2) developing the capacity of existing health, education and community-based services to meet new demand and to achieve an inclusive approach to integration where everyone benefits equally.
- Maintain accurate summaries of casework activity and referrals made and present these clearly to internal and external stakeholders.
- Through attention to detail and the important task of capturing outcomes for those assisted, help build the evidence base to document successes of the programme and where improvements can be made.
- Work in partnership with key stakeholders including other local authorities, health, police, Home Office, other government agencies and the community sector to foster refugee self-sufficiency and integration.
- To undertake training related to the area of migration and human rights, as required, and work with other departments to help reduce barriers to accessing services, for example by attending and presenting at Team Meetings.
- To ensure that the development of the service is informed by the views and feedback of those welcomed.

Qualifications Essential criteria

- Educated to degree level or holds a relevant professional qualification and / or demonstrable work experience delivered to this standard.

Experience Essential criteria

- Experience of providing support to vulnerable individuals and families in a situation of transition and uncertainty and promoting fairness and equality through service delivery.
- Applied knowledge and understanding of entitlements to welfare benefits, housing, education, and employment support to help people work towards self-sufficiency whilst ensuring essential living needs are met.
- Insight into the needs, hopes and experiences of refugees and migrants, the main barriers to successful integration and able to demonstrate how such barriers can be overcome.
- Demonstrable ability to improve services for refugees and migrants (or other vulnerable groups) as informed by a working knowledge of services and the application of project management skills to achieve this.
- Understanding of cultural diversity and experience working with people from a range of different cultures and backgrounds, ideally in a community setting.

Skills

- Able to deliver high-quality face-to face support in the community, delivered sensitively, in ways which respect the culture, personal history and situation of those welcomed.
- Confident in leveraging the expertise of services to help overcome barriers to integration and to promote the wellbeing, welfare and safety of adults and families supported.
- To exercise appropriate professional judgement as to when specialist advice needs to be sought to help respond to the needs of a complex cases, including when senior managers must be briefed on sensitive or difficult issues.
- Able to build the necessary rapport with people to help them identify and achieve their own integration goals, including helping to address the impact of trauma and loss experienced.
- Able to apply high-quality casework standards to record and monitor actions taken (individually and as a service) to evidence integration achievements and the effective use of government funding.
- Excellent communication skills to ensure that complex matters can be explained concisely to different audiences, and to be confident and assertive when required.
- Excellent networking and project management skills to build successful working partnerships with local community groups, council services, the Home Office, and other key stakeholders.
- Excellent planning and time management skills, with the ability to work under pressure, meet deadlines and manage competing priorities.
- Highly motivated, resilient, open to new ideas, and able to work both independently and collaboratively within a small team of caseworkers.
- Able to communicate in one of the following languages: Pashto/Dari/Farsi/Arabic - or experienced in making best use of interpreting and translating services.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

Additional Information

Team structure

For the current structure please go to The Loop.

Person Specification

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Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

Being open. This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

Being supportive. This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

Being positive. Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

| Person Specification Requirements | | | Assessed by A/I/T/C (see below for explanation) |
|--|-----------|-----------|--|
| Knowledge | Essential | Desirable | Assessed |
| Applied knowledge and understanding of entitlements to welfare benefits, housing, education, and employment support to help people work towards self-sufficiency whilst ensuring essential living needs are met. | X | | A / I |

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| Insight into the needs, hopes and experiences of refugees and migrants, the main barriers to successful integration and able to demonstrate how such barriers can be overcome. | X | | A / I |
| Experience | Essential | Desirable | Assessed |
| Experience of providing support to vulnerable individuals and families in a situation of transition and uncertainty and promoting fairness and equality through service delivery. | X | | A / I |
| Skills | Essential | Desirable | Assessed |
| Demonstrable ability to improve services for refugees and migrants (or other vulnerable groups) as informed by a working knowledge of services and the application of project management skills to achieve this. | X | | A / I |
| Able to apply high-quality casework standards to record and monitor actions taken (individually and as a service) to evidence integration achievements and the effective use of government funding. | X | | A / I |
| Qualifications | Essential | Desirable | Assessed |
| Educated to degree level or holds a relevant professional qualification and / or demonstrable work experience delivered to this standard | X | | A / I |

A – Application form / CV

I – Interview

T – Test

C - Certificate