

Refugee Council

job description



JOB TITLE:	Resettlement worker
TEAM:	Resettlement Team
LOCATION:	Rotherham hotel and home working
REPORTS TO:	Hotel Project Manager
GRADE:	5, £25,991 FTE
HOURS:	17.5 per week until 11/03/22 - SUBJECT TO FUNDING; with immediate start

The Refugee Council is one of the leading organisation in the UK working with asylum seekers and refugees. Our operational teams based in various locations in England provide advice and assistance across a wide range of issues, including helping asylum seekers through the complexities of the asylum system, addressing issues of destitution and assisting refugees and asylum seekers to access key services including housing, welfare benefits, health, education and employment. Our teams work with relevant agencies including the Home Office, Refugee Community Organisations, Local Authorities, Legal Service Providers, Housing Providers, Health Institutions, Job Centre Plus and other mainstream service providers.

Purpose of the Job

The Refugee Council has a number of different projects and delivers a wide range of services to asylum seekers, refugees and migrants in Yorkshire & Humber including Resettlement. The Refugee Council resettlement team provides advice and support for refugees to help them adjust to live in the UK, access services and mainstream provision and establish community links. Working closely with local stakeholders and in partnership with other voluntary sector agencies running similar services, the Refugee Council resettlement team promotes both the integration and independence of this group. More recently we have been resettling families arriving as part of the Afghanistan Assistance and Relocation Policy (ARAP) who have been working alongside The British Forces in Afghanistan and are classed as Locally Engaged Staff (LES). In light of the urgency to relocate LES many have arrived in the UK before suitable properties have been identified for them to move into and they are currently being accommodated in hotels.

Main Duties and Responsibilities

1. To provide a safe and welcoming environment for refugees ensuring that standards are maintained, monitored and that the service meets all statutory and contractual requirements.
2. To provide advice and support in line with individual client support plans in relation to accessing statutory, voluntary and mainstream services. This includes education (schools and colleges), welfare benefits, housing and health services.
3. To assist refugees who may be in a confused or distressed state in understanding systems in the UK and become familiar with their local environment.
4. To deliver the advice, support, signposting and referrals through various means of communication including in person, group briefings, in writing, phone and video calls.

5. To support refugees with information about refugee community organisations and local agencies that can assist with longer term support and promote activities that enable integration and engagement with their local community.
6. To work with each refugee to develop a personalised support plan which aims to promote independence. This includes regularly reviewing and updating the support plan and using monitoring tools such as the integration outcomes star to measure progress.
7. To work alongside Refugee Council's Volunteer Coordinators and Community Development Workers, encouraging clients to participate in activities and engage with local community opportunities.
8. To work alongside volunteers on the programme and carry out regular supervision.
9. To hold OISC level 1 qualification or be willing to attain OISC level 1 within 6 months and give basic immigration advice accordingly such as Home Office status documents, travel documents and registering new births.
10. To maintain good practice in the use of interpreters. Including assessing the need for interpretation, taking into consideration complexity of information or advice.
11. To maintain confidentiality in all dealings with refugees and agencies, ensuring that all activities are in line with GDPR.
12. To record accurate client information, actions taken and advice given on Refugee Council's Inform database on a daily basis.
13. To be aware of, identify and act upon issues around safeguarding of children and vulnerable adults in accordance with Refugee Council policy.

Additional Information

Health & Safety

The post holder is responsible for:

Cooperating with the Refugee Council in delivering all legal responsibilities in respect of your own and your colleagues, volunteers, clients and others health and safety whilst at work.

Becoming familiar with the Refugee Council's Health & Safety Policy and procedures including evacuation procedures at your workplace.

Carrying out risk assessments of your own work and especially of your own workstation to ensure that you do not expose yourself or others to unnecessary risk.

Flexibility

In order to deliver services effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties will, however, fall within the scope of the job, at the appropriate grade. The job description will be subject to periodic review with the post-holder to ensure it accurately reflects the duties of the job.

This job is suitable for 'occasional' home working subject to prior authorisation.

Equal Opportunities Statement

As part of its recruitment policy, the Refugee Council intends to ensure that no prospective or actual employee is discriminated against on the basis of race, sex, nationality, marital status, sexual orientation, employment status, class, disability, age, religious belief or political persuasion, or is disadvantaged by any condition or requirement which is not demonstrably justifiable.

Working at the Refugee Council

A commitment to the Refugee Council mission and values.

This post is subject to a satisfactory Disclosure and Barring Service check. Repeat checks are initiated every two years.

This post is suitable for part home working.

Refugee Council

person specification



JOB TITLE: Resettlement worker

Experience

Essential

1. Experience of direct client casework sufficient to advise vulnerable service users on a range of welfare, finance, health, housing and immigration related issues.
2. Experience of responding to crisis situations
3. Experience of prioritising and managing own workload within a pressurised environment.

Desirable

1. Experience of working to support refugees, especially those who have come through resettlement programmes.
2. Experience of working alongside and supporting volunteers.

Knowledge, Skills and Abilities

Essential

1. A good general knowledge of the following: welfare benefits, housing (tenancy) rights, health systems, immigration law and practice and an understanding of how these affect refugees.
2. Knowledge and understanding of the difficulties faced by newly arrived refugees, including language and mental health and the ability to adapt service delivery to address this need.
3. Ability to negotiate clearly and sensitively with statutory agencies on behalf of clients.
4. Ability to communicate complex information to confused and distressed clients.
5. Registered at OISC level 1, or a commitment to working towards OISC level 1 registration.
6. Excellent listening skills and the ability to empathise as well as establish boundaries to avoid emotional over-involvement.
7. Sensitivity to working in a diverse organisation and the ability to work with clients and colleagues from other cultures.
8. Good command of spoken and written English and an ability to communicate in a professional manner.
9. Competent IT skills including word processing, email and database inputting.
10. Understanding of basic health and safety requirements in the workplace.
11. Ability to take a flexible and creative approach to the demands of the post, working on own initiative as well as within a structured team work plan.

12. Ability to work effectively with interpreters, colleagues and volunteers in the team and to establish good working relationships with other teams in the Refugee Council, other agencies and community groups.
13. Commitment to and understanding of equal opportunities and its practical applications for own working practice.
14. Understanding around safeguarding of children and vulnerable adults.
15. Ability and willingness to work flexible hours and travel within the Yorkshire and Humberside region
16. A commitment to the Refugee Council mission and values.