



Job profile

Refugee Integration Officer (Arabic speaking)

Grade F

Group: Care, Wellbeing & Learning

Service: Learning & Schools - Ethnic Minority and Traveller Achievement Service (EMTAS)

Location: Dryden Centre, Gateshead

Line Manager: EMTAS Manager

Car User Status: Casual

Job Purpose

To support Gateshead Council in the settlement of Syrian families into the borough as part of the government's Syrian Resettlement Programme. Improve educational outcomes by enabling refugees to participate fully in the education system.

The key roles of this post will include:

1. Work alongside Education and Gateshead Housing Company Workers to ensure families are accessing appropriate education services and opportunities.
2. Work with services within Education to develop their understanding of the needs of refugee families and the most effective ways in which to work with them.
3. Support services within Education to create written materials in Arabic which families can use to help them understand the education system.
4. Support workers with spoken and written translation from Arabic to English and English to Arabic where appropriate.
5. Provide information and advice to refugee families to improve their engagement with activities in their local school or educational setting.
6. Attend meetings, including those of a sensitive nature, with families and workers to ensure families understand information and can make informed decisions.
7. Support families with translation from Arabic to English to communicate their needs to workers and professionals where appropriate.
8. Undertake direct work with children, young people and families; work with them in schools and settings, and in their homes and out in the community if it is appropriate to do so.
9. Contribute to the development of written policies, procedures and guidance documents to support the inclusion of Syrian families in the education system.



Knowledge & Qualifications

Essential:

Knowledge

- Have an awareness of the Syrian Refugee Resettlement Programme
- Speak, read and write Syrian Arabic

Experience

- Working with refugees/children and young people
- Working within an educational setting

Qualifications

- 4 GCSEs at Grade C and above (including Maths and English) or equivalent.
- Current driving licence and access to a car or means to mobility support.

Desirable:

Knowledge

- Local, regional and National developments within the education system



Competencies

Customer Focus	Puts the customer first and provides excellent service to both internal and external customers
Communication	Uses appropriate methods to express information in a clear and concise way to make sure people understand
Team Working	Works with others to achieve results and develop good working relationships
Making things happen	Takes responsibility for personal organisation and achieving results
Flexibility	Adapts to change and works effectively in a variety of situations
Learning and Development	Actively improves by developing and applying new skills and knowledge and learns from past experiences