

Northumberland County Council
JOB DESCRIPTION

Post Title: Resettlement Officer	Director/Service/Sector Local Services & Housing		Office Use
Grade: Band 5	Workplace: County Hall, Morpeth		JE ref: 3507
Responsible to: Senior Housing Officer	Date:	Manager Lever:	Job Family: Housing
Job Purpose: To provide effective support to families and individuals who may have complex needs and who are resettling in Northumberland. Complex needs may include housing support related needs, physical/mental health and financial needs. To promote in partnership with internal & external agencies the settlement and integration of refugees and asylum seekers, supporting access to education, employment and training.			
Resources	Staff	No direct line management, but responsibility for mentoring new staff	
	Finance	Responsible for small sums to support families	
	Physical	Responsible for the safekeeping of confidential information and the collation of data to support Government returns	
	Clients	Daily contact with people who require support including complex cases clients and mental health issues; contact with internal & external partners, support organisations & colleagues	
Duties and key result areas: 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. <ul style="list-style-type: none">o 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 employmento To support and mentor less experienced workers to become effective in their interventions with familieso To support the Council with information on the cultural needs of the families as requiredo To promote equality in accordance with the council's valueso 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 accordinglyo To undertake practical support with clients to promote sustainable independent livingo To support adults to engage in training, volunteering & work opportunities at their earliest opportunityo To use effective risk assessment tools to identify risks and undertake appropriate actionso 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			

- o 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
- o To commence Early Help assessments and chair TAF meetings. Arrange, convene and facilitate care team meetings, writing reports and compiling minutes for circulation
- o 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
- o 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
- o 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.

PERSON SPECIFICATION

Post Title: Resettlement Officer		Director/Service/Sector: Housing		Ref: 3507	
Essential		Desirable			Assess by
Knowledge and Qualifications					
NVQ level 3 or equivalent Good understanding of Safeguarding, Equality & Diversity & 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.		Professional qualification in health/social work or other related field. Knowledge of resettlement and health issues, including mental health and how these impact on families. Knowledge of other cultures and faiths			
Experience					
Experience of working with families. Evidence of working with families to affect change.		Experience of working with children and families considered at risk. Previously worked in Asylum Seeker & Refugee services			
Skills and competencies					
Ability to engage and challenge families. High level of both written and verbal communication skills. 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. Adopts a collaborative approach to work.		Understanding of solution focussed practice			
Physical, mental and emotional demands					
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. 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.					
Other					
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

National Qualification Framework

The three regulatory authorities have updated the National Qualifications Framework for England, Wales and Northern Ireland as part of a review of regulatory arrangements. (The three regulatory authorities are QCA, ACCAC and CCEA).

The NQF is designed to help with career progression and act as a guide to learners to make informed decisions about their training needs.

It aims to:

- promote access, motivation and achievement in education and training, strengthening international competitiveness
- promote lifelong learning by helping people to understand clear progression routes
- avoid duplication and overlap of qualifications while making sure all learning needs are covered
- promote public and professional confidence in the integrity and relevance of national awards.

The following table provides an indication of the new frameworks.

National Qualifications Framework	Framework for Higher Education Qualification levels (FHEQ)
8 Specialist awards	D (doctoral) doctorates
7 Level 7 Diploma Professional qualifications	M (masters) masters degrees, postgraduate certificates and diplomas
6 Level 6 Diploma Professional qualifications	H (honours) bachelors degrees, graduate certificates and diplomas
5 Level 5 BTEC HND	I (intermediate) diplomas of higher education and further education, foundation degrees, higher national diplomas
4 Level 4 Certificate	C (certificate) certificates of higher education
3 Level 3 Certificate (OND) Level 3 NVQ A levels	
2 Level 2 Diploma Level 2 NVQ GCSEs Grades A*-C	
1 Level 1 Certificate	

Level 1 NVQ GCSEs Grades D-G	
Entry Entry Level Certificate in Adult Literacy	

The use of levels in the NQF is to indicate the generally comparable outcome of an award but does not indicate that different awards share purpose, content and outcomes.