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| **Job Description** |
| **Post title** | Humanitarian Support Co-ordination Officer  |
| **JE Reference No** | N11352 |
| **Grade** | 7 |
| **Service** | Neighbourhoods & Climate Change |
| **Service Area** | Partnerships & Community Engagement |
| **Reporting to** | Humanitarian Support Team Leader |
| **Location** | Your normal place of work will be County Hall, Durham.However, you may be required to work at any council workplace within County Durham. |
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| **DBS** | This post **is not** subject to a disclosure.  |
| **Flexitime** | This post **is** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

* The purpose of the role is to support the Humanitarian Support Manager to ensure people who seek asylum and refuge into County Durham are accommodated and have the relevant support as they settle into communities.
* To provide partnership support and to contribute to development activities. The postholder will provide hands-on support such as developing and managing work lists for the safe arrival of refugees including liaising with contractors and purchasing furnishings.

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| **Duties and responsibilities** |

* Supporting partners to plan for and receive refugees as part of the Humanitarian Support programmes to deliver agreed outcomes.
* To assist in the development of case study material and other publications for the sharing of best practice.
* Benchmark against other local authority areas to share different approaches, aligned to the North East Migration Partnership.
* To ensure quality assurance inspections are undertaken on any works to refugee properties and that they meet the standards required.
* To develop and monitor work lists for the safe arrival of refugees including liaising with contractors and purchasing furnishings and other household essentials.
* To provide strong liaison and collaboration with other Teams and Services across the council and partners on humanitarian support programmes.
* To support the team with opportunities for Partnership innovation, development and best practice, helping to ensure Partnership activities are complementary and opportunities for joint working are identified and taken.
* To liaise with resettlement support workers who work with individuals and families to ensure they are aware of the families’ needs, including special needs.
* To liaise with the Voluntary and Community Sector in order to develop services appropriate for refugees to integrate into the community and reduce barriers.
* Undertake home visits to ensure homes are appropriately prepared and are of a quality standard to receive refugees.
* Assist with referrals from the safeguarding panel for refugee sponsorship arrangements to ensure appropriate checks are undertaken and decisions are taken forward.
* Assess the requirement of the need for translations services and assist in the procurement of services for refugee families.
* To facilitate the smooth sharing of information between partners.
* To deputise at meetings where requested by the Humanitarian Support Manager.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * NVQ Level 4 in Business Admin or an equivalnet relevant qualification

OR substantial experience in an appropriate area of work. |  |
| Experience | * Substantial experience in a relevant role including multi-agency working.
* Provision of advice and guidance to officers.
* Experience of project support.
* Dealing with members of the public in person and on telephone
* Experience of working with finances
 | * Providing services to vulnerable groups
* Minute taking
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| Skills & Knowledge | * Ability to communicate effectively
* Knowledge and understanding of the roles and responsibilities of partners
* Able to use IT eg Microsoft Office
* Able to work with a wide range of partners and agendas
* Good interpersonal skills
* Good administrative skills, with ability to organise and prioritise own workload
* Ability to work effectively as part of a team
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| Personal Qualities | * Confident and enthusiastic approach to work
* Flexible approach to work
* Committed to the principles of equality and diversity
* Self-motivated
* Strong commitment to customer care dealing with customers in a courteous and caring manner
* Ability to deal with issues sensitively and confidentially
* Access to a car or means of mobility support (if driving then must have a current valid driving licence and appropriate insurance)
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