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| **Job Description** |
| **Post title** | Refugee Resettlement Key Worker |
| **JE Reference No** | N7296 |
| **Grade** | 9 |
| **Service** | Regeneration, Economy & Growth |
| **Service Area** | Planning & Housing – Housing Solutions |
| **Reporting to** | Team Leader |
| **Location** | Your normal place of work will be Crook or Seaham Council Offices but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is not** subject to an enhanced 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 post holder will be accountable to the Team Leader and will be responsible for working with refugee families resettled within County Durham.

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| **Duties and responsibilities** |

* To provide practical and emotional support to refugees assisting with issues around finances, health, housing, life skills, personal safety, legal/family reunification issues, parenting, ESOL and employment enabling them to live successfully in the community and reduce barriers to employment.
* To work within a multi-agency framework, communicating effectively with colleagues, other professionals and clients ensuring that there is a co-ordinated response to support. This may include attending TAFs, Core Groups, Conferences and Strategy Meetings and writing any required reports.
* Liaising with partners and agencies to ensure support plans contain adequate and appropriate information to allow comprehensive needs assessment to be completed, including information contained in any prior assessments where appropriate.
* Undertake a review of any previous assessments to establish the needs of the whole family and identify what support was put in place to address those needs at the time of the original assessment. Where appropriate update this assessment to reflect their needs and identify what support is required to address the root causes of these and other needs. Ensure all documentation is updated and maintained.
* Undertake initial home visits, within agreed timescales, to identify any housing issues, including potential homelessness or unsuitable accommodation. Work proactively with officers in the Housing Solutions Team and other Council departments, organisations, private landlords and housing providers to prevent homelessness wherever possible, including working jointly in a planned way to prevent homelessness.
* Work closely with clients to ensure their understanding of the team’s intensive Intervention approach of providing intensive, structured support from the Team, partner agencies and specialist services to help tackle barriers to employment and ensure that clients are engaged in education, training or employment.
* Work closely with individuals and families to develop a support plan and ensure their understanding.
* To deliver targeted interventions, toolkits and evidenced based programmes.
* To act as lead professional and coordinate plans for both clients and multiagency teams.
* To safeguard adults and children in line with Durham County Council policies and procedures.
* To embed Think Family approaches and Early Help into your working practises.
* Ensuring maintenance of appropriate records and documentation relating to the work of the team as required by Government, external agencies and for the purpose of internal monitoring by the Council, including any local performance indicators.
* To ensure effective consultation with service users and other agencies on all aspects of the service, ensuring their involvement in the reviewing and improvement of the service.

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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 or equivalent
 | * Evidence of further professional development.
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| Experience | * Demonstrated relevant experience providing intensive support to individuals and/or families including developing and delivering planned interventions.
* Experience of preventing homelessness and/or providing housing support to vulnerable clients.
* Working in a similarly challenging role.
* Experience of partnership working to achieve desired objectives.
* Ability to carry out risk and needs assessments of service users and develop and implement effective support plans.
 | * Experience of working with refugees.
* Supporting individuals into education, training and employment.
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| Skills & Knowledge | * Knowledge of Housing Solutions
* Knowledge of the Resettlement/Humanitarian support
* Well-developed specialist knowledge relevant to working with individuals and families with multiple and complex needs.
* Knowledge of Durham County Councils safeguarding policies and procedures for children and adults, including Early Help.
* Excellent organisational skills
* Negotiation and mediation skills
* Ability to effectively manage a diverse workload through to results
* Excellent interpersonal skills
* Good verbal and written communication skill
 | * Knowledge of national and regional housing issues
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| Personal Qualities | * 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)
* Flexible and willing to work outside normal working hours when required
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