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| **Job Description** |
| **Post title** | Refugee Resettlement Support Worker  |
| **JE Reference No** | N9346 |
| **Grade** | 7 |
| **Service** | Regeneration, Economy & Growth |
| **Service Area** | Development & Housing - Housing Solutions |
| **Reporting to** | Housing Team Leader |
| **Location** | Your normal place of work will be Seaham or Crook 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** |

To provide comprehensive support for the resettlement key workers as part of the Humanitarian project.

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| **Duties and responsibilities** |

 Listed below are the responsibilities this role will be primarily responsible for:

* To support families to enable them to live successfully in the community and reduce barriers to employment.
* To act as an advocate for both the sponsor and the individual being sponsored.
* Hold a caseload of families on low to medium level support
* Ensure all priority appointments/assessments are completed e.g., DWP
* Provide practical hands-on support e.g., accessing food vouchers, warm clothing.
* Liaising with partners and agencies to ensure referrals contain adequate and appropriate information to allow comprehensive needs assessment to be completed.
* Undertake home visits within agreed timescales, to identify any housing issues, including potential homelessness or unsuitable accommodation
* Take and distribute minutes of a wide range of internal and multi-agency meetings.
* Assist with referrals made to the team including assisting with the collation of information required to prepare assessments, ensuring effective documentation is always maintained.
* Entering of information relating to service users assisted by the team onto computerised systems.
* Deal with routine office correspondence, maintaining effective relations with external agencies.
* Deal with telephone enquiries from members of the public and officers from external agencies and personal callers to the office in a courteous customer orientated manner.
* Under direction of Team Leader, manage office diaries, maintain team personal information, and monitor for Team Leader information.

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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 3 or equivalent
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| Experience | * Dealing with members of the public in person and on telephone
* Working in a similarly challenging role
* Experience of supporting vulnerable groups
 | * Minute taking
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| Skills & Knowledge | * Excellent interpersonal skills
* Good verbal and written communication skills
* Good administrative skills, with ability to organise and prioritise own workload
* Ability to work effectively as part of a team
 | * Able to speak Ukrainian
* Knowledge of national and regional housing issues
* Knowledge of grants and loans schemes
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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
* Flexible and willing to work outside normal working hours when required.
* Travel is an essential requirement of the post.
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