 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION	
Directorate: Adults, Health and Well Being		Service Area: Housing & Fairer Stockton on Tees	
JOB TITLE: Support & Integration Officer (Refugees)			
GRADE: I			
REPORTING TO: Support & Integration Team Leader			
1.	JOB SUMMARY: To provide a high quality, effective, sensitive and appropriate support service to refugees settling in the Borough. To enable people to maximise their potential and support their successful integration into society. To deliver the above the post holder will be required to provide and both intensive and proactive support. Working with and building partnerships with individuals and/or families and an extensive range of statutory, voluntary and community organisations.		
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS		
	1	To provide efficient and effective practical & emotional support to vulnerable refugees assisting with issues around finances, health, housing, life skills, personal safety, legal issues, education and employment.	
	2	To develop effective individual support packages by completing needs assessments, support plans and support reviews. Including the delivery of welcome and integration sessions.	
	3	To assist individuals/families in understanding and planning their support package, focussing on positive outcomes to maximise their potential.	
	4	To liaise with colleagues and stakeholders to signpost refugees to specialised support services e.g. training, employment, benefits and mental health services (as some examples).	
	5	To work within a multi-agency framework, communicating effectively with colleagues, other statutory and voluntary sector providers and clients ensuring that there is a co-ordinated response to support.	
	6	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, updating relevant Home Office portals and Council data systems.	
	7	Ensuring that financial payments are appropriately receipted and accounted for.	

	8	To maintain accurate and up to date records and support plans. Capturing information in appropriate paper and electronic based systems as required.
	9	Ensure all duties are carried out in a professional manner and in accordance with the guidelines and policies of Stockton Borough Council.
	10	Ensure all safeguarding policies are adhered to in respect of working with vulnerable adults and children.
	11	To attend meetings, training courses, one-to-one supervision sessions and working parties as required.
	12	To attend regional stakeholder meetings and multi-agency forums.
	13	To ensure effective communication (through a variety of mechanisms) to the public, internal colleagues and partner agencies and organisations.
	14	To promote change and continued forward development and improvement of all aspects of the services work.
	15	Take responsibility for the health and safety of yourself and others whilst at work and ensure the health and safety of colleagues and customers.

3. GENERAL

Job Evaluation - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Workforce Culture and supporting behaviours and Code of Conduct – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

Personal Development – As defined by the Council's Culture Statement, all employees will take responsibility for their own development

Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

Job Description dated: 18th November 2022


PERSON SPECIFICATION

Job Title/Grade	Support & Integration Officer (Refugees)	I
Directorate / Service Area	Adults Health and Well Being	Housing & Fairer Stockton on Tees
Post Ref:	POS013977	

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	<ul style="list-style-type: none"> At least 5 GCSE's including Maths and English at grade C (or equivalent) 		Application form
Experience	<ul style="list-style-type: none"> Experience of working with a range of agencies. Experience of working with vulnerable people. Experience of working in partnership 	<ul style="list-style-type: none"> Experience of working with refugees to provide advice and support. Experience of assessing need and documenting support. 	Application / Interview
Knowledge & Skills	<ul style="list-style-type: none"> Ability to maintain accurate data, with good administrative, recording and reporting skills and work to deadlines. Good ICT & communication skills (written and verbal). Problem solving. 	<ul style="list-style-type: none"> A working knowledge of current welfare benefits. Experience of delivery presentations / training. 	Application / Interview
Specific behaviours relevant to the post	<ul style="list-style-type: none"> Ability to create effective working relationships with service users, partners, statutory and voluntary agencies. Customer focus. The ability to contribute to shared objectives when delivering a customer focused service front line service. A positive attitude and enthusiasm when contributing to service delivery. 	<ul style="list-style-type: none"> Enthusiastic. Sensitive and responsive to an individual's needs. 	Application / Interview

	<ul style="list-style-type: none">To be able to demonstrate personal initiative.		
Other requirements	<ul style="list-style-type: none">The role will require travel across the borough, so the postholder will be capable of independent travel to carry out the requirements of the post.		Interview

Person Specification dated: 18th November 2022

 Stockton-on-Tees BOROUGH COUNCIL	KNOWN RISKS FOR THIS ROLE
DIRECTORATE: Adults, Health and Wellbeing	SERVICE AREA: Housing and A Fairer Stockton on Tees
JOB TITLE: Integration and Support Officer	
GRADE: I	
JOB LOCATION / BUILDING: 16 Church Road, Stockton on Tees TS18 1TX	
REPORTING TO: <i>Integration and Support Team Leader</i>	

The following are the known risks for this role as identified through a Risk Assessment. More than one risk may apply. Where there are no known risks this will be indicated.

Known Risks - which require Baseline Health Surveillance Screening before or at start of employment and ongoing health surveillance with Occupational Health

Known Risk	Yes	No
Noise: Employee is likely to be regularly exposed to noise above the exposure action level. (Daily or weekly exposure of 85dB)		x
Vibration: Employee will be exposed to vibration above the daily Exposure Action Value (EAV) of 2.5m/s ² A(8) 9		x
Respiratory: Employee will be exposed to Hazardous Substances such as machine generated wood dust, mineral dust, solder flux, glues, resins, cutting oils, latex. (Those working with respiratory/skin irritants or sensitizers as defined by COSHH)		x

Known Risks which require a Medical Assessment with Occupational Health prior to starting employment and ongoing assessment during employment.

Known Risk	Yes	No
HGV/LGV/Fork Lift Truck/Passenger Carrying Vehicle/Minibus (Group 2) Licence Drivers: Employee will be required to drive an HGV/LGV/FLT/PCV/Minibus.		x
Asbestos: Employee likely to be exposed to asbestos. Work with asbestos' includes: <ul style="list-style-type: none"> ○ Work which removes, repairs, or disturbs asbestos ○ Ancillary work (work associated with the main work of repair, including maintenance work on equipment) ○ Supervisory Work (work involving direct supervision over those removing, repairing, or disturbing asbestos) 		x

Known Risk	Yes	No
Lead: Employee likely to be exposed to lead or lead based products (handling, processing, repairing, maintenance, storage, disposal) The lead must also be in a form in which it is likely to be: <ul style="list-style-type: none"> ○ Inhaled, e.g., lead dust, fume or vapour. ○ Ingested, e.g., lead powder, dust, paint or paste; or ○ Absorbed through the skin, e.g., lead alkyls or lead naphthenate. The regulations do not apply to work with materials or substances containing lead where, because of the nature of the work, lead cannot be inhaled, ingested, or absorbed.		x
Confined Spaces - Safety Critical: Employee will be required to work in a confined space where specialist equipment or breathing apparatus is needed.		x
Working at Heights - Safety Critical: Employee will be required to work at a height .		x
Blood-borne viruses: Employee is at risk of exposure to Blood-borne viruses e.g., needle stick injury, human bite, contact with human blood or other bodily fluids and sewerage.		x

Other Known Risks		
Known Risk	Yes	No
Council Vehicles or transport that does not require a Group 2 licence: Employee will be required to drive a Council vehicle or regularly transport service users/clients/pupils in their own vehicle as part of normal duties.		x
Food Handlers: Employee will be preparing and handling food <i>Food Handlers Questionnaire to be completed and sent to Occupational Health</i>		x
Night Workers: Employee will be regularly working at night <i>Optional Night Worker Questionnaire available</i>		x
Lone Working (including Home Working): Employee will be required to work alone.	x	
DSE Users: Employee will be required to use Display Screen Equipment (DSE) <i>DSE Training and assessment should be completed on commencement – arranged by manager</i>	x	
Any Other: Please identify any other known risks associated with this job role.		

As the manager of this post, I declare that the details above are an accurate reflection of the risks associated with the post.

Signature of Manager: Joanne Andrews

Date: 18/03/2024

For any queries related to this form, please refer to the Known Risk Managers Explanatory Notes, or email the Occupational Health Department: Occupational.Health@stockton.gov.uk

