

# Job description

- Grade: PO1
- Reports to: Refugee Resettlement Team Manager
- Direct reports: None
- Your team: Refugee Resettlement Team
- Service area: NRPF, Refugee and Migrant Service
- Directorate: Homes and Neighbourhoods

## Special requirements of the post

This post requires a DBS check at the appropriate level (basic)

This post is subject to the council's declaration of interest procedure

## Our mission

Islington is a place rich with diversity and culture. As a council our sense of purpose couldn't be clearer: we serve. It's in the logo. We are committed to challenging inequality in the borough and as one of the largest employers we know that to look after the place and the planet, we have to look after our people. **Together we can change the future.**

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out 'CARE', which is what we think public service is all about.

## Overview of the role

The Refugee Resettlement Support Officer will help deliver government-funded resettlement schemes in Islington, in adherence to Home Office grant funding requirements and the values of empowerment and self-sufficiency that guide Islington Council's in-house integration approach. Holding a caseload of families and adults, you will help people build their skills over and confidence over the funded resettlement period, from initial welcome in Islington to their future independence.

## Key responsibilities

The NRPF Refugee and Migrant Service leads by example, in our practice and as a team, to challenge discrimination, racism and inequality through an inclusive, informed and empowering

approach for all residents. The service will help the council to end rough sleeping and destitution in Islington, it will enable successful integration of refugees and migrants, build social cohesion in our communities and share best practice with other local authorities. The service will hold government to account for policy or funding decisions that undermine the principles of the council as an accredited Borough of Sanctuary, the NRPF Network or the ambitions of our humanitarian response to arising needs.

The Refugee Resettlement Support Officer will help the Refugee Resettlement Team deliver resettlement support to refugees in accordance with government funding instructions by:

- Managing a caseload of families and individuals, including the provision of intensive assistance to refugees in the first year after arrival in the UK and reduced-intensity support for those working towards independence over the live-cycle of the scheme.
- Monitoring and respond to casework enquiries received, including via the services' email inbox or when operating drop-in sessions or workshops.
- Escalating more serious issues such as safeguarding concerns, disengagement, or complex housing or finance issues to the appropriate officers as required.
- With support of council services, ensuring that welfare, health and educational needs are addressed through school enrolment, benefit applications, GP registration – with ESOL, employment and wellbeing opportunities available explained and accessed.
- Connecting people to wider community services and events, including facilitating the coming together of people with shared experiences to create a sense of belonging.
- Engaging with the recipients of resettlement support, so that the views of those with lived experience informs the continuing improvement of Islington's resettlement service.
- Undertaking accurate and thorough casework recording, with council systems updated to accurately capture expenditure, interventions and outcomes and to contribute to the effective monitoring of the services' performance.
- Working with families to review their integration goals and progress made, with actions and next-steps agreed and documented, and the help of colleagues in the service obtained to ensure the effectiveness of the approach.
- Maintaining excellent communication so that people are aware of the role and remit of different services and have the information to make use of services independently.
- Working with other departments to help reduce barriers to accessing services, for example by attending and presenting at team meetings and to promote the service offer.
- Undertaking project work as deemed necessary by the service, which may relate to data and finance monitoring, grant claim processes or service user engagement.
- Any additional duties consistent with the grade and level of responsibility of this position, for which the holder possesses the required experience and/or training.

## Compliance

Ensure adherence to legal, regulatory, and policy requirements under GDPR, Health and Safety, Employee Code of Conduct and in your area of expertise by identifying opportunities and risks, and escalating issues as necessary.

# Person specification

Your application form needs to demonstrate how you fulfil the role's requirements. It is essential to address the criteria, as this will be used to evaluate your suitability for the position.

## Essential and desirable criteria

**Essential:** the basic requirements that must be met for someone to be considered for a particular job. These criteria are mandatory and cannot be negotiated. Essential criteria directly impact the core qualifications or skills necessary to perform the job effectively.

**Desirable:** the additional qualities, skills, or qualifications that would be advantageous for a candidate to possess but are not mandatory. Not meeting them does not automatically disqualify someone from consideration for the job. This also allows candidates who do not possess certain desirable criteria the opportunity to explain how their other knowledge, experience and skills relate to these and what they may be in the process of doing or willing to do to achieve these.

## Knowledge, experience, and skills

Point	Criteria description	Essential/desirable
1	Experience assisting frontline services to meet the needs of vulnerable residents and with understanding of best practice relating to one or more of the following areas: immigration, housing, refugee resettlement, community care, child welfare, welfare rights, equalities or human rights.	Essential
2	Understanding of entitlements to welfare benefits, housing, education and employment support to help people work towards self-sufficiency whilst ensuring essential living needs are met.	Essential
3	Insight into the needs, hopes and experiences of refugees and migrants, and knowledge of how barriers to integration can successfully be overcome.	Essential
4	Understanding of cultural diversity and experience working with people from a range of different cultures and backgrounds, ideally in a community setting.	Essential
5	Ability to manage a resettlement caseload to the high standards required of the service and with a focus on empowerment and self-sufficiency.	Essential
6	Ability to make informed referrals to other services who provide specialist support in important integration areas such as employment, welfare, wellbeing and education.	Essential
7	Appropriate professional judgement as to when complex matters need to be raised with the line-manager or escalated to other specialist services.	Essential
8	Ability to build rapport and trust, encouraging people to improve their knowledge so that they can become more confident in living independent lives.	Essential

9	Excellent IT skills, to comply with the service's data recording requirements, and to enable the team to operate as efficiently as possible.	Essential
10	Excellent communication skills to ensure that complex matters can be explained concisely and to be confident and assertive when required.	Essential
11	Excellent planning and time management skills, with the ability to work under pressure, meet deadlines and manage competing priorities.	Essential
12	Able to communicate in one of the following languages: Pashto/Dari/Farsi/Arabic - or experienced in making best use of interpreting and translating services	Essential

## Our accreditations



Our accreditations include Disability Confident Leader, The Mayor's Good Work Standard, London Living Wage Employer, Stonewall Diversity Champion, and Employer with Heart.