

**JOB PROFILE**

**IDENTIFYING FACTS**

**Post Title:** Asylum Refugee Resettlement Officer  
**Department:** Community Services  
**Responsible to:** Asylum Refugee Resettlement Team Leader

**JOB PURPOSE**

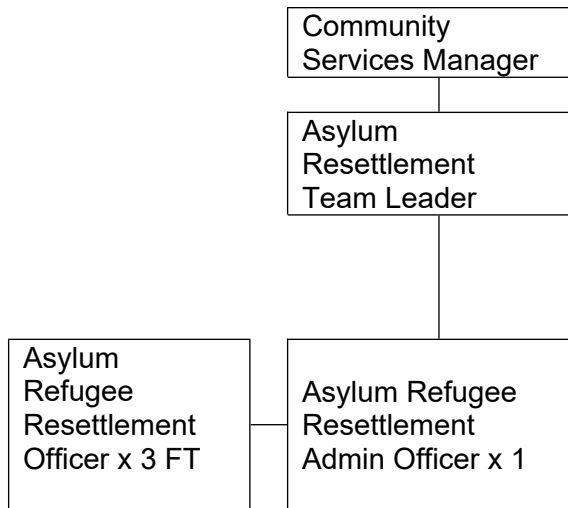
- To work in partnership with local communities, stakeholders and with statutory agencies to deliver a person-centred approach to a resettlement programme within the Dover District. Provide advice to Asylum refugees being resettled in the Dover District. This includes information, advice, advocacy, and guidance where necessary for Asylum refugees and involves dealing with a range of issues, including welfare benefits, housing, health and wellbeing services, education, English language provision and employment. Enabling them to live independently and successfully integrate into our community and our community into theirs.
- To participate in the delivery of group briefings to refugee families and the organisation of activities where required.
- The job entails working with a range of partners and stakeholders (including in the statutory and voluntary sector and key government departments) to ensure the relevant services are available, and if not, signpost and promote independence for the Asylum refugees to use the resources they have available to them. Whilst ensuring the expectations of what is available to them is made clear and the process of how things work is fully explained.
- To support all Asylum families to look at what's next; to include but not limited to, accommodation, work and families.

**RESPONSIBILITIES**

- Manage a caseload assessing ongoing need and provide information, advice, advocacy, and guidance that will assist individuals and families to access the services and support that they require.
- Liaise and work with partners to ensure key services and support are available, signposting and helping to develop bespoke solutions where necessary. This will involve working collaboratively with partners to consider options for meetings various needs whilst working within the relevant legal frameworks.
- Liaise with the relevant KCC (Kent County Council) departments, district housing authorities, local NHS (National Health Service), local Police, and other local services in order both to keep up to date with relevant policies and procedures and to update these partners on developments as required.

- Advise and signpost regarding resettlement options for long term accommodation and work with Local Authority housing departments to ensure the prevention of homelessness and or prevent the need for temporary accommodation. Working with housing to secure deposits and rent for private rented accommodation and apply for necessary move on funding for items needed for new accommodation.
- Coordinate appropriate additional support from charities and volunteers to ensure that there is a targeted approach to the provision of services.
- Provide advice that is fully understood (using interpreters where needed), culturally sensitive, empathetic and complies with the need for confidentiality, data protection and the maintenance of personal boundaries.
- Ensure accurate and up to date records on all individuals and issues worked on and actions taken are recorded and maintained. Produce reports on this work as required to support the team leader in submitting funding applications.
- Alerting any safeguarding issues as soon as possible and raising the concern with the designated safeguarding lead.
- Carrying out in person visits whilst adhering to lone working policy.

**STRUCTURE**



## PERSON SPECIFICATION

Area	Definition
<p>Technical Professional Experience</p>	<ul style="list-style-type: none"> <li>• Experience in community engagement, stakeholder management, or external communication.</li> <li>• The required experience can either be in a paid or voluntary capacity.</li> <li>• Working with refugees or other vulnerable groups.</li> <li>• Solving complex problems faced by families and individuals, building on their strengths and capabilities.</li> <li>• Providing advice, information, and guidance on a range of issues, for example benefits, housing, health services, education, and employment.</li> <li>• Working with a variety of people from diverse cultures and backgrounds and dealing with a range of organisations in the statutory and voluntary sector.</li> <li>• Experience of using Microsoft teams, excel and other programs proficiently.</li> </ul>
<p>Knowledge</p>	<ul style="list-style-type: none"> <li>• A working knowledge of best practice in community engagement. A good understanding of the social and economic issues affecting communities across the Dover District. Knowledge of local government policies and people/project management skills</li> <li>• An understanding of safeguarding issues and the system for dealing with these in Dover District Council and Kent County Council.</li> <li>• Good understanding of the systems of support for families and individuals on low incomes and/or vulnerable due to their refugee experience, health, and disability issues. This should include: <ul style="list-style-type: none"> <li>The UK benefits system, especially Universal Credit, other means-tested support, and non-means-tested benefits such as PIP and DLA.</li> <li>The support available via the NHS, adult social care, children’s services, and mental health services.</li> </ul> </li> <li>• Basic knowledge of the schemes for assisting refugees through resettlement schemes.</li> <li>• An understanding of the UK education system and the key issues regarding employment for refugees (e.g. impact on benefits).</li> </ul>

	<ul style="list-style-type: none"> <li>• A good awareness of the issues and challenges faced by people relocating to the UK, particularly under traumatic circumstances.</li> <li>• Ideally, good knowledge of the district they wish to work in.</li> </ul>
Qualifications/Skills and Abilities	<ul style="list-style-type: none"> <li>• Car driver with current driving licence or be willing to use other forms of transport to travel across the district</li> <li>• Educated to GCSE level at Grade C or above in 5 subjects, including Maths and English.</li> <li>• Effective communication skills (both written and verbal) and proficient in the main IT systems.</li> <li>• Effective negotiating skills with a wide range of individuals and partners.</li> <li>• Assessment skills.</li> <li>• The ability to empathise with the experiences of people fleeing difficult and traumatic situations and develop appropriate solutions to meet their needs.</li> <li>• Well organised, flexible and the ability to work under pressure and on own initiative.</li> <li>• Qualified to A level standard (desirable)</li> <li>• Relevant technical or subject specific qualification (desirable)</li> </ul>

#### **Communication**

- Listens to and appreciates the views of others, with the ability to make sound decisions
- Is approachable and seeks to engage people in discussion
- Innovative, and looks for creative solutions
- Communicates information clearly (verbal and written)
- Acts as an ambassador and champion

#### **Managing/Accepting Change**

- Participates in planning the implementation of change initiatives in the team
- Suggests potential improvements in work practices
- Reacts positively and flexibly to change
- Explains reasons for change to internal and external customers

#### **Teamwork and Recognition**

- Is focused on the achievement of team objectives
- Respects different views, values and opinions
- Participates as a team player and looks at projects holistically rather than in a silo
- Solicits input from other team members and recognises the value of technical expertise
- Takes action to build team spirit and effectiveness

#### **Continuous Improvement**

- Takes an active interest in the organisation to better inform decisions

- Actively keeps themselves up-to-date of relevant changes within the organisation
- Deals well with unpredictable problems
- Demonstrate a willingness to take on issues that do not fall within their remit
- Pro-actively provide information to other departments that affects them
- Develops relationships throughout the organisation to improve and share learning

#### **Customer Focus**

- Communicates a positive and genuine interest in their role and the organisation in their interactions with others
- Treats customers with respect and sensitivity at all times
- Understands the diverse needs of the community and endeavours to tailor the services to meet those needs
- Deliver what is promised and be accountable
- Ability to flex style to meet customer requirements