Role profile

Job Title:	Resettlement Officer
Department:	Housing Demand
Directorate:	Housing and Environment

Grade:	10
Post no.:	63703
Location:	Perceval House

Role reports to:	Saeed Hussein, Homes for Ukraine Project Manager
Direct reports:	None
Indirect reports:	

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

- To support The Council's commitment to manage the resettlement of refugee cases.
- To support the Project Manager with the coordination of refugee and asylum seeker schemes.
- Drive forward key projects which seek to address the support needs within the refugee and asylum seeker community.
- Liaise with partner organisations and those across the Ealing System to help resolve gaps in provision and ensure good information sharing.
- As support worker, act as key liaison for resettled cases within the borough of Ealing, providing advocacy to these individuals to ensure their wellbeing and successful resettlement.
- Ensure that all enquiries and cases are progressed speedily, efficiently and that all set targets are achieved whilst maintaining excellent customer service standards for all relevant client groups.

- To co-design and implement bespoke services to improve integration outcomes for adults and children including, for example, adult education (ESOL), employment support and mental wellbeing sessions.

Key accountabilities

- To co-design and implement bespoke services to improve integration outcomes for adults and children including, for example, achieving benefit claim, adult education (ESOL), employment support and mental wellbeing sessions and housing outcomes.
- Manage a caseload of up to 30 clients.
- To maintain a detailed knowledge of housing legislation.
- To support and assist refugee and others receiving settled status in seeking and securing housing in the PRS.
- To help ensure that the households are able to sustain their tenancies.
- To work in partnership with Housing Solutions and Social Services to ensure there is no loss of revenue relating to refugee schemes.
- To ensure the home office and DLUHC statement of requirements dictating Ealing's responsibility to each accepted household is met.
- To provide tailored and regular support as per the statement of requirements.
- To provide translation services for resettled families where needed.
- To ensure each household has the tools and resources for successful resettlement in Ealing or in an area where they can secure accommodation.
- To provide a direct line of contact for complaints, comments and queries surrounding the different schemes
- To consider referrals from the Home Office and, when possible, co-ordinate their acceptance and arrival.
- To co-ordinate with internal council services to ensure that the needs of referrals from Housing Solutions can be met comfortably.
- Volunteer management and co-ordination. Ensuring volunteers are trained and have the tools to develop successful and safe community programmes.
- Signpost to and occasionally assist with programmes aiming help refugees back into work and education in the borough.
- Work with the community and other appropriate housing charities to spear head community efforts and donations to assist the refugees in their resettlement within the borough.
- To provide a safe and welcoming environment for refugees arriving in Ealing.
- To ensure Ealing Council's standards are upheld and all statutory requirements are met.
- To offer advice and information around UK law, common practices, traditions, events, and any other cultural specificities to provide a platform for integration.

- Support families in accessing community organisations and agencies who can provide longer term assistance with transitioning and independence.
- To record client information

Key performance indicators

- Compliance with Homes for Ukraine programme requirements and agreed service standards.
- Timely completion of welfare visits, property inspections and support assessments.
- Positive housing sustainment and move-on outcomes for supported households.
- Accurate and timely maintenance of case management and performance records.
- Effective identification and management of safeguarding concerns.
- Successful delivery of integration outcomes, including access to employment, education, healthcare and welfare support.
- Timely and accurate submission of monitoring and funding returns.

Key relationships (internal and external)

- Resettled households
- Home office
- The Housing Solutions team to encourage private sector options and
- passport new cases.
- Stakeholders and partner organisations
- Local charities
- Volunteers
- Members of the public
- Housing Benefit Service
- Local Welfare Assistant Team

Authority level

- Unknown

Additional Requirement

- None

Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

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Essential knowledge, skills and abilities

1. Providing advocacy and support to vulnerable individuals
2. Knowledge of the benefit system
3. Excellent communication skills to:
    i. Communicate effectively both verbally and in writing, making complex issues understandable to non-specialists.
    ii. Enable facilitation of partnership working with internal and external contacts.
4. Take a flexible and co-operative approach to own role in team and re-allocation of tasks within the team as necessary.
5. Excellent organisational skills to:
    i. Organise work around objectives and deadlines.
    ii. Ensure sufficient resources are allocated to activities.
6. Understanding of the issues involved in delivering services in a multi-racial and diverse community and Knowledge of and commitment to equal opportunities.
7. Ability to pursue own learning and development and actively seek to enhance knowledge.
8. Ability to take initiative to get things done and successfully prioritise own workload.
9. Ability to organise and undertake project work and mainstream duties around objectives and deadlines.
10. Excellent IT skills including operating software packages, including Word, Excel, PowerPoint
11. Ability to carry out risk assessments of their own work including managing lone working

12. Ability to work flexible hours in order to perform in the role most effectively and efficiently

Essential qualification(s) and experience

1. GCSE or equivalent English Language qualification
2. Other relevant qualifications covering social care and/or relating to language and translation services

Values and behaviours

Improving Lives for Residents	Trustworthy	Collaborative	Innovative	Accountable
• Is passionate about making Ealing a better place. • Can see and appreciate things from a resident point of view. • Understands what people want and need. • Encourages change to tackle underlying causes or issues.	• Does what they say they'll do on time. • Is open and honest. • Treats all people fairly.	• Ambitious and confident in leading partnerships • Offers to share knowledge and ideas. • Challenges constructively and respectfully listens to feedback. • Overcomes barriers to develop our outcomes for residents.	• Tries out ways to do things better, faster and for less cost. • Brings in ideas from outside to improve performance. • Takes calculated risks to improve outcomes. • Learns from mistakes and failures.	• Encourages all stakeholders to participate in decision making. • Makes things happen. • Acts on feedback to improve performance. • Works to high standards