



Everyone deserves
a safe place to
call home.

Company Limited by Guarantee number 1741926
Charity Number 287779
Registered in England as Single Homeless Project



Single
Homeless
Project

Job title:	Family Resettlement Worker
Delegated Authority:	Level 7
Team:	Westminster Floating Support
Responsible to:	Team Manager and Regional Service Manager
Responsible for:	N/A

Job purpose



SHP Westminster has been commissioned to support the resettlement of families have been identified by the Home Office and Westminster Council. Currently the majority of families we support are from Afghanistan, but in future families could be from other refugee-producing countries, and/or vulnerable families from the UK.

SHP delivers support to families to help them to successfully settle in to their new accommodation and integrate into the local community, accessing the full range of community resources.

The Resettlement Worker will be responsible for meeting newly arrived families at their new accommodation, orientating them to the local area. They will ensure that the family is successfully resettled through the creation and delivery of strengths-based whole family assessments and support sessions.

The Resettlement Worker will engage with partners in education, health and the Department of Work and Pensions to maximise the opportunities for the newly arriving families and build networks of support that will allow the family to develop and maintain their independence and to flourish in their new home.

This is an exciting and evolving service that responds to the needs of families who have been forced to flee from their homelands due to conflict. The Resettlement Worker has a vital role to play at an incredibly critical period for the family. The work that we do will make a key difference in ensuring that the families are able to overcome trauma and establish a new home.

Key accountabilities

Support Planning

- To work in partnership with the families and any significant others involved in their support, to ensure assessed needs are translated into action plans and agreed goals. All support plans will be client-led and reviewed regularly to ensure they are relevant to the families' changing needs.
- Assist Families to access support services and to meet their needs, considering proactive approaches with services and institutions across the community, and act as an advocate for the client where appropriate.

Risk Assessment And Management

- To produce comprehensive and high-quality risk assessments and risk management plans.
- To minimise risks to clients by identifying, reporting and following up any safeguarding concerns and incidents.

Partnership Working

- To proactively liaise, communicate and negotiate with internal and external specialists and external agencies in order to maximise client support services, resources and funding.
- To support the partnership working with a wide range of professionals and people with lived experience, using systems change approach to recommend changes and improvements to housing and health services.
- To work with the wider Westminster Network to share best practice and to contribute towards wider data collection.
- To take personal responsibility for a professional approach that enhances the reputation of the service both internally and externally.

Developing Best Practice

- To work with the wider SHP Network and Westminster Council to share best practice and to contribute towards wider data collection.

Motivational Coaching

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- Working with clients/families providing 1:1 motivational support in relation to agreed support goals.
 - Working flexibly with families to meet emerging needs.

Social Inclusion

- Assisting and empowering clients/families to develop life skills and participate in activities to promote increased independence and involvement with the community.
- Support clients/families with identification and application to suitable employment, training or education opportunities.

Information Management

- Producing, recording and maintaining accurate and useful information on clients and contact with them in order to report and promote effective service delivery and evaluation. Recording will be done using a range of recording systems including SHP's Inform database and in line with SHP Policy and Procedure.

Teamwork

- Actively responsible for individual and service aims and objectives by active participation in team meetings, supervisions and appraisal and training to ensure a cohesive and professional working environment at all times.
- Participate in information advice and guidance and client 'drop-in' sessions.
- To work as part of a diverse multi-disciplinary team, sharing information, skills and supporting colleagues to access the interventions they need for their clients/families.
- To attend 1:1 supervision meetings, providing feedback and taking responsibility for your own continuing professional development.
- To represent the team and SHP by being professional and working with the values that SHP hold central to the provision of a high-quality service.

Housing Related Support

- To provide housing advice to clients/families in order for them to maintain their tenancies including advising clients of their rights and responsibilities as well as advocating on their behalf as necessary.
- To support clients/families to upskill regarding daily living skills, to enable them to sustain their accommodation independently, including bill management, and household management.

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- To support clients/families to develop and maintain the social skills necessary to ensure positive neighbourhood relationships are developed and maintained.

Health & Safety

- Complying with organisational and service policies & procedures around safe working practices for staff and clients.
- To actively support the Service Manager in the appropriate management of client, visitor and occupational health related risks.

Service development

- To promote the service's internal feedback methods such as the complaints procedure and to respond positively to suggestions.
- To take personal responsibility for feeding back to colleagues/managers any information or comments that would contribute to ensuring the service is relevant and responsive.

Office Duties

- To participate fully in rotas covering duty sessions and any related service activities.

Miscellaneous

- SHP is at discretion to amend your responsibilities and, in addition to these, you may be required to perform other duties as may be required for the efficient running of the organisation.
- To create inclusive working environments and cultures to enable colleagues and clients to feel safe and empowered to achieve their full potential.

Technical and professional know-how needed for position

When completing your application, you will be required to address (using examples) some of the points below

Experience and Knowledge

- A strong understanding of the issues involved in working with vulnerable families in a community-based setting.
- An awareness of the challenges and opportunities faced by refugees in the UK.
- Knowledge of UK benefits, housing and health systems and the ability to communicate this to people in an understandable way.
- Experience, either in a voluntary or professional capacity, of supporting someone to access services.
- Experience/understanding of working with families who are experiencing complex or risky life circumstances, which could require referral to safeguarding and multi-agency working.
- Experience of working within a strengths and recovery-based model. Proactively engaging and motivating families to move towards an appropriate level of independence and inclusion.
- Experience of building and maintaining strong networks and positive relationships with internal and external stakeholders.

Skills and Abilities

- Ability to be self-motivating, work on own initiative and lead on tasks with minimal instructions.
- Confidence to have open and honest conversations and manage peoples' expectations.
- A level of computer proficiency to input data accurately, to communicate effectively through emails and to produce good quality minutes of meetings, family notes, letters and reports.
- Excellent communication skills with a strong ability to adapt your approach and effectively engage with a wide range of audiences appropriately such as Landlords, Council Members, vulnerable groups, external charities, statutory services.
- **Highly desirable:** Proficiency in spoken Dari, Pashtu, or Urdu.