



Refugee Resettlement Officer
Job Description - Gloucestershire

Post: Refugee Resettlement Officer

Hours: 37.5 hours per week with some 'on call' requirements (job share considered)

Duration: Initial 1 year post

Location: Gloucestershire

Starting salary: £29,269 (NJC Scale 6, level 18)

Responsible to: UKRS/ARAP Senior Resettlement Officers and Director

GARAS is recruiting a Refugee Resettlement Officer to support the significant expansion of our Refugee Programme through the UKRS and ARAP Resettlement Schemes. This is a unique and exciting opportunity for someone interested in gaining first-hand experience working on the frontline of a fast-paced, client-facing charity.

The successful candidate will contribute to the effective and efficient operation of our Refugee Resettlement Team, which offers comprehensive advice and support to refugees from various backgrounds.

This is an immensely rewarding role, working in a dynamic charity building on an ethos of care and inclusivity. We are looking for an exceptional individual, committed to go the extra mile and convey our passion to support and transform the lives of refugees in our care.

Job Summary

The purpose of the job is to assist individuals and families in their resettlement in to life in Gloucestershire. Interventions will be aimed to ensure families gain independence and feel integrated into their new communities. Clients come from a variety of traumatic backgrounds, and are often living with the effects of their experiences, which may include trauma, PTSD, and domestic abuse situations.

To support individuals and families through five stages of integration to include: Preparation, Housing, Finance, Education, Health and Employment.

To work with key partners across the geographical area to ensure refugees who arrive in Gloucestershire through the UKRS and ARAP Resettlement Schemes are referred and signposted into appropriate support services and networks.

An enhanced DBS check will be required for this post.

A full driving license is essential, as a lot of the work involves visiting clients in locations across the county. The work also may involve taking clients to appointments, and collecting/delivering large or bulky items.

Main Duties and Responsibilities

- To develop and deliver comprehensive support plans for families who are newly arrived and throughout their first years in the UK. This includes reviewing these at regular intervals to ensure they continue to fully meet the needs of all family members.
- To be responsible for managing the full support needs of caseload families including helping them to apply for benefits and learn to manage their finances; organising and ensuring attendance at ESOL classes; facilitating access to medical services including initial health assessments and follow ups; applying for schools and ensuring children are supported to settle in; encouraging attendance at community groups and with other practical arrangements as needed on a bespoke basis.
- To support individuals and families with complex physical and psychological vulnerabilities in order that they are able to link with the help that they need to overcome these as fully as possible.
- To record, monitor and evaluate casework practice and maintain confidential records for each family using in-house data recording systems.
- To manage the transition of allocated families from intensive support to independence by empowering families to understand the systems and develop the skills required to live well in the UK.
- To provide support and advice in a manner which understands the core elements of

the refugee journey, the impact of trauma and principles for effective recovery.

- To support and assist families to seek and secure meaningful and gainful employment to mitigate benefit cap restrictions; to include the development of CV's and skills audits.
- To build and maintain collaborative relationship with partner agencies and community services to provide effective support for families. This will include Benefits, Housing, English Learning, Healthcare and Social Care providers as well as others as needed.
- To help other agencies understand the needs of the families of this programme and to help to avoid misunderstandings between parties due to cultural and language differences.
- To connect families with meaningful engagement opportunities to enable them to build community connections and networks, develop confidence and learn new skills to improve their well-being.
- To manage workload effectively using flexibility and adaptability, to ensure a good balance between competing priorities such as urgent client issues, pro-active casework support, medium to long term plans and other project work. This will include providing regular updates on all areas of work to the UKRS/ARAP Resettlement Team Leaders.

Professional Development

- Keep up to date with legislation, policies and procedures and undertake appropriate training particularly with migration.
- Undertake cultural awareness training where appropriate and understanding of UK processes in order to assist the new families as they settle.

Administration

- Use IT, maintain accurate records and GARAS diary.
- Prepare for and attend supervision sessions, team meetings, staff meetings and meetings with external partners.

Other Duties & Responsibilities

- To demonstrate commitment to the aims, principles and policies of the UKRS/ARAP projects
- Abide by health and safety guidelines and share responsibility for own safety and

that of colleagues.

- To abide by GARAS' confidentiality requirements.
- To maintain relevant professional boundaries.
- To undertake any other duties and tasks as may lie within the scope of this post.

Person Specification

Candidates will be shortlisted on the following specifications and need to address each of them in their application.

All relevant experience whether paid or voluntary, in the UK or overseas may be included. GARAS values different and creative ways of working.

Essential

- Experience of providing advice and support to vulnerable people.
- A strong understanding of services available and the needs of refugees moving to the UK.
- A willingness to learn quickly and develop new skills to support your client group.
- A good understanding/experience of the processes in relation to the following systems: Benefit, Education, Employment, Health and Social Care, Housing, and Financial Management.
- The ability to prioritise tasks, to identify and work to deadlines and to manage time effectively under your own initiative.
- The ability to communicate effectively and sensitively with clients, and to manage difficult situations.
- An understanding for the need of confidentiality and a non-judgmental approach to service delivery.
- Ability to work as part of a team and to work collaboratively and professionally with external agencies, community representatives, colleagues and volunteers.
- Ability to use IT.
- Ability to work flexible hours to meet the needs of the service. This includes occasional evening and weekend emergency calls.
- To have and hold a full clean driver's license and have access to a vehicle.

Desirable

- Experience of working directly with refugees. Knowledge of the core components of the refugee journey; the impact of trauma and principles to support effective recovery.
- Experience of managing a caseload with particular regard to Benefits, Employment, Housing and Debts.
- Experience of working with interpreters.
- An ability to speak additional languages would be a significant advantage in this position.