



Everyone deserves a safe place to call home.

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



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Project

Job title: Refugee Resettlement Support Worker

Delegated Authority: Level 7

Team: Refugee Resettlement Service
South London Tenancy Support, Lambeth

Responsible to: Service Manager

Responsible for: Support Assistants, Trainees

Job purpose



The Lambeth Refugee Resettlement team supports clients who have come to the UK via one of the government's resettlement schemes and those who have been recently recognised as refugees. This is a chance to work with people at a crucial point in their lives, to be a voice of support and encouragement and to accompany someone as they learn to navigate new systems. You will be part of a team committed to ensuring that individuals feel safe, empowered and able to fulfil their potential.

The Refugee Resettlement Worker will oversee floating support delivery to individuals from the point of arrival to their accommodation through to successful integration into the local community. Using a trauma-informed, empathetic approach you will provide holistic support in broadly the following areas: Health, Education, Employment, Accommodation and Finances. You will develop new, and maintain existing, links with partners in education, health and the Department of Work and Pensions to maximise the opportunities for clients. You will work with clients to create initiatives and gather feedback on the service so it can be adapted to best suit clients' needs.

Lambeth is a Borough of Sanctuary, and SHP has been working in the borough with sanctuary seekers since 2016. We have developed relationships and links with community and statutory resources and this role is an integral part of the collective effort to ensure that new arrivals feel empowered and enabled to lead fulfilling lives.

Key accountabilities

1.0 Needs assessment

- 1.1 To take a whole family approach to assess need and plan support with individuals and families in their homes and the wider community.
- 1.2 To offer practical and emotional support to enable individuals and families to help themselves and support adults in their role as parents or carers.
- 1.3 To work with the family or individual to develop an outcome focused support plan.

2.0 Risk Assessment and Management

- 2.1 To produce comprehensive and high-quality risk assessments and risk management plans with the input of individuals, families and external agencies where necessary.
- 2.2 To monitor and review plans in line with organisational policy and procedure to reflect the changing risks associated with individuals and families.
- 2.3 To minimise risk to families, individuals and children by identifying, reporting and following up any safeguarding concerns.
- 2.4 To identify and monitor closely any child protection issues and to notify management of any concerns immediately in line with SHP's safeguarding policy and procedures.
- 2.5 To adhere to the SHP Lone Working Policy and Procedure.

3.0 Teamwork

- 3.1 To work as part of a team sharing information, skills and supporting colleagues.
- 3.2 To participate in team meetings and supervisions, providing feedback and taking responsibility for your own continuing professional development.
- 3.3 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.

4.0 Partnership working

- 4.1 To work with a team of professionals and partner organisations to achieve sustainable outcomes for children, families and local communities
- 4.2 To build knowledge and understanding of local resources, community and Statutory services, including Mental Health Teams, Social Services, Education, Health and

voluntary services, and communicate effectively with them in the best interests of the family or individual.

5.0 Information Management

- 5.1 To adhere to the client contact policy and procedure by ensuring all client records are made in a timely and accurate manner on the Inform database. To contribute to effective service delivery and evaluation by maintaining up to date client contacts and recording of data relevant to the service.
- 5.2 Ensure all relevant SHP files and recording systems are up to date and that key performance information is correctly recorded.
- 5.3 Adhere to the information protocols required by the multi-agency nature of this service.

6.0 Social and Cultural Inclusion

- 6.1 To promote social and cultural inclusion for individuals and families at all times through participation at service level and within the local and wider community.
- 6.2 To identify and promote opportunities for individuals and families to participate in the community through education, volunteering, employment and leisure activities.
- 6.3 To encourage use of feedback mechanisms within the service and actively include clients in new initiative and service planning where possible, so that clients can help shape the service.

7.0 Health and Safety

- 7.1 To comply with SHP policies and procedures for safe working practices for staff (with a particular focus on lone working practices) and service users.

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

- An understanding of the challenges and issues facing refugees and resettled individuals and families and the desire to support people to overcome these.
- 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.
- Literate in one of the community languages: Dari and/or Pashto

Skills and Abilities

- Confidence to have open and honest conversations and manage peoples' expectations.
- The willingness and ability to provide flexible support, including support in people's homes and a variety of settings.
- A level of English language and computer competency to input data accurately, communicate effectively through emails and to record client casework.
- A willingness to work outside of office hours on occasion.