



ROLE DESCRIPTION

Role title	Resettlement Worker		
Directorate	Public Health		
Reporting to	Displaced People Officer		
Grade	12		
Evaluation ref	AG0765	Job Family Ref	C&F12
Role purpose	<p>This role involves holistic support for people of all ages who have arrived in the UK as part of one of the Government's Resettlement programmes, including the Vulnerable Persons Resettlement Scheme (VPRS), the United Kingdom Resettlement Scheme (UKRS), Afghanistan Relocations and Assistance Policy (ARAP), the Afghan Citizens Resettlement Scheme (ACRS) and the newly launched Homes for Ukraine Sponsorship Scheme.</p>		
Key results area	Accountability		
Key Service Contact	<p>Act as a point of contact for key services, helping to build UK system knowledge, and developing pathways for integration.</p> <p>Act as a point of contact for partners in a geographical area to help overcome operational issues, provide support and guidance and where necessary ensure issues are escalated quickly to resolve any problems.</p>		
Support Services	<p>Provide universal and additional support services for refugees and other vulnerable groups being resettled in the area.</p> <p>Where appropriate support programmes or areas of work which relate to services provided across the whole county.</p>		
Networking	<p>Support the ongoing development and delivery of a network of Welcome Hubs with statutory, faith and voluntary partners as a support pathway for both sponsors and individuals who have been resettled in Somerset via a Government resettlement pathway.</p> <p>Develop strong links and working relationships with other professional agencies, community-based services, and, in some instances, volunteers, work collaboratively on the support needs of children, young people, and their families and where there are concerns for their integration, education, employment, health, or welfare.</p>		



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	<p>Liaise with partners to identify gaps in the delivery of provision, good practice, and areas of improvement to meet the ongoing support needs of service users.</p>
Casework	<p>Provide short-term or long-term case responsibility for individuals and families resettled in Somerset, work with a significant degree of autonomy and keep other team members and partners up to date on family progress.</p>
Support Plan Implementation	<p>Where appropriate, create a support plan for individuals and families tailored to their needs, which will empower them to gain independence and to manage their lives: -</p> <ul style="list-style-type: none">a. Assist individuals and families to register with UK services, e.g., school, college, GP, DWP, bank, etc. This may include organising interpreting services or interpreting if appropriate/within skill set.b. Work with the Resettlement Officers to meet family needs and complete administrative tasks that arise, e.g., school applications, visas, birth registration, etc. Reflect on, monitor, and review progress for adult service users and families, set clear outcomes and long-term goals and make recommendations for adjustment as considered appropriate.c. Support with day-to-day life in the UK in a tapered fashion, support individuals and families to become competent, more independent and, in time, to enable them to manage their lives confidently and without formal support, e.g., outcome areas in relation to housing, education and employment, health, finances, personal safety and community integration.
Resettlement Support	<p>Support partners and sponsors in building their knowledge, understanding of resettlement support and resilience to empower individuals and families and prevent escalations and isolation from services.</p>
Engagement Meetings	<p>Participate in and arrange, when necessary, appropriate family-centred meetings, e.g., multidisciplinary meetings, to discuss individual cases or general service provisions, which should include service users, wherever appropriate, and may involve meeting staff from a variety of agencies.</p>
Service Awareness	<p>Work within professional boundaries and competencies, have an awareness of services in the community and signpost as appropriate to these or other specialist services to ensure that the needs of children, young people, and their families are met.</p>



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Record Keeping	If required, participate in comprehensive and timely record keeping, e.g., case notes, quarterly reviews, scheme evaluation, handover and submission of expenses, and the Early Help Assessment Action Plan under the Resettlement framework. Ensure that notes can be accessed by partners for referrals and escalations for additional and critical support.
Special Projects	Undertake special projects or areas of work as directed by the Line Manager.
Technical Expertise	Update own knowledge of good practice and gain new skills, e.g., participate in workshops, attend training sessions, and share expertise acquired with staff colleagues and as directed by the Line Manager and according to CPD plan. Participate in regular supervision and staff meetings.
Anti-Discriminatory Practice	Have an overall knowledge of and provide a service which values and respects the race, religion, language, culture, and needs of all the children and families in the Resettlement service. Contribute to anti-discriminatory practice and equal opportunity policy in a fully inclusive model.
Safeguarding	Escalate a case of concern and use the Council's escalation and safeguarding pathways for children and adults. Safeguard and promote the welfare of both adults and children and ensure that safeguarding practice reflects statutory responsibilities, government guidance and complies with best practice and the Council's requirements.
Data Protection	Protect the personal data of those within or attached to the Resettlement service in line with General Data Protection Regulation (GDPR).
Corporate Responsibilities	Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and organisational values in everything you do. Equality and Diversity practice covers interaction with staff, service users, and communities, including challenging discrimination and promoting equality of opportunity for all.
Qualifications/Knowledge/Experience/Skills	
Essential	
<ul style="list-style-type: none">• Experience of working with vulnerable populations in community settings.	



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- Demonstrates a commitment to Safeguarding and promotion of the welfare of children and families.
- Some knowledge of the benefits systems, healthcare services, and/or housing.
- Ability to keep up-to-date and accurate records.
- Understand and can work within professional boundaries.
- Demonstrable experience of working to deadlines, prioritising, and managing competing demands.
- Able to present complex information in a clear and understandable way.
- Can confidently use Microsoft systems (including Word, Excel, and Outlook).
- Ability to speak fluent English as stated in Part 7 of the Immigration Act (2016).

Qualifications – Essential

- Minimum of 5 or more Level 9 - 4 (A* - C) at GCSE equivalent, including English and Maths.

Desirable

- Experience delivering multi-agency work within a triage-based support setting.
- Has managed a diverse caseload across a wide geographical area.
- Experience supporting refugees or asylum seekers.
- Experience using interpretation and translation services.
- Fluent in Arabic (ideally Levantine dialect), Dari, Pashto, Ukrainian or Russian.
- An understanding of GDPR and information governance.
- Knowledge about local services for children, young people, adults, and families

Qualifications – Desirable

- Evidence of qualification or degree relevant to the role.
- Demonstration of ongoing commitment to training and professional development.

Dimensions of role

Regular contact with local volunteers/supporters' networks in a range of settings and support teams to support needs of all refugees and asylum seekers.

Regular contact with other members of the team to share information, skills, resources, and best practice to strengthen the offer of resettlement support across the county.

Regular contact with care professionals, voluntary bodies and other agencies relating to service user needs. Receive and pass information to professionals to offer appropriate advice and guidance to children, young people, and their families relating to the provision of support and care.



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Be aware of and work within the Health and Safety framework, policies, procedures, guidelines, and legislation.

Work with families remotely, in their own homes or in public settings.

Resources

Have knowledge of external and internal providers to assess the appropriate provision of services.

Support all displaced people who can be distressed or present with challenging behaviour.

Deal with situations in an appropriate manner and in accordance with relevant guidelines and procedures.

Notes

Competencies / attributes	
Working conditions:	Able to travel countywide, including travel outside standard work hours and to areas that are not currently serviced by public transport.
Working arrangements:	