

Job Title: Refugee Resettlement Support Worker
Line manager: Resettlement Programme Manager



Job purpose:

To provide effective support to refugees who may have complex needs and who are resettling within the boroughs of Reading, Wokingham and West Berkshire.

Complex needs may include housing support related needs, domestic abuse, financial problems, physical/mental health, and legal/family reunification issues.

This job requires travelling within, Wokingham, West Berkshire and Reading.

The key roles of this post will include:

- To work as part of a team and coordinate support activities with your team and within RRSB support services.
- To provide practical and integration support to refugees assisting with issues around finances, health, housing, life skills, personal safety, legal/family reunification issues, parenting, ESOL and employment.
- To undertake practical support with clients to promote sustainable independent living.
- To use effective risk assessment tools to identify risks and undertake appropriate actions.
- To develop effective personal integration plans (PIPs)
- To work within a multi-agency framework, communicating effectively with colleagues, other professionals and clients ensuring that there is a co-ordinated response to support.
- To adhere to performance and monitoring requirements, keeping accurate case notes and complying with systems in place to monitor data and outcomes. This will include completing support paperwork to a high standard.
- Adhere to RRSB and Local Authority policies and procedures regarding working practices and service delivery. This will include; Safeguarding Children and Vulnerable Adults, Health and Safety, Data Protection/Confidentiality and the other policies in the RRSB Handbook.
- Any such other responsibilities allocated which are appropriate to the grade of the post.

Criteria:

Essential

Experience of:

- Working with refugees/vulnerable people
- Assessing needs and making referrals to other agencies and statutory bodies where appropriate
- Working in a small team within a multi-agency framework
- Time management skills
- Microsoft Office software packages and computer skills
- Full driving licence and access to a car
- Ability to manage own workload and meet deadlines
- Good verbal, written and communication skills

Desirable:

- Have an awareness of the Syrian and Afghan Refugee Resettlement programme.
- Have knowledge of Data Protection/Confidentiality, safeguarding policies and procedures such as Child Protection, Safeguarding Adults and PREVENT
- Good written and spoken language skills including e.g. Arabic, Pashto and Dari.
- Experience of providing interpreting support
- Understanding of equality and diversity legislation
- Qualifications: Relevant professional qualification e.g. Housing advice
- Knowledge of current welfare benefit system
- Experience of working with a diverse range of service users
- Be able and willing to work some unsocial hours when required