CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL

JOB PROFILE

|  |  |
| --- | --- |
| **DEPARTMENT: Place** | **SERVICE GROUP: Economy ＆ Development Services** |
| **POST TITLE: Support Officer (Refugee & New Communities Integration)** | **REPORTS TO: Team Leader - Outreach Team**  |
| **GRADE:**  | **SAP POSITION NUMBER :**  |

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.

For posts where employees speak directly to members of the Public the post holder is required to demonstrate their ability to speak fluently in English.

As a candidate you will be expected to demonstrate your ability to meet the special knowledge, experience and qualifications required for the role by providing evidence in the application form for the purpose of shortlisting. Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column of this section.

The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

Both sets of competencies will be used at interview stage and will not be used for short listing purposes.

|  |
| --- |
| **Key Purpose of Post:**  |
| * To support the Housing Access, Strategy ＆ Homelessness Service by delivering support to
	+ Refugees and refugee families who receive positive decisions and are leaving Home Office contracted accommodation
	+ Family reunions under Immigration Rules Part 11 (asylum & humanitarian protection), particularly those which generate an interim or full duty to provide accommodation
	+ Individuals and families who are eligible for local authority support, but who struggle to access it because they are a migrant or belong to a community that has struggled to integrate into UK society
* To co-ordinate a multi-agency approach around individuals and families in order to reduce destitution, homelessness, and vulnerability to housing issues such as poor housing and rogue landlords.
* To work with partners to support the successful integration into the local community of eligible individuals and families, building capacity, improving proficiency in English language and supporting them to develop the skills needed for a successful life in the UK.
 |
| **Main Responsibilities of Post:**  |
| 1. Develop, deliver or organise development activities for individuals and groups which address their assessed needs, such as:
	1. UK relevant life skills
	2. employability and access to work skills.
	3. access to English Language courses
2. Tailor the national approach to supporting successful new refugees and other new communities by designing, agreeing and supporting innovative interventions appropriate to the local area.
3. Provide rapid support particularly in respect of benefits related advice, as part of the Refugee Integration Service
4. Provide effective assessment to identify a service user’s support and development requirements, produce individual development and support plans and regularly review progress against those plans.
5. To address the identified needs, supporting the service user and developing their capacity to integrate into the wider community.
6. Provide advice and support on services such as housing, benefits, health, employment and English skills, assist the service user to apply for grants and loans, official documents etc
7. To ensure as far as possible that service users understand both the services available to them, and the legal and other constraints that may affect daily life, for example the need for a tv license.
8. To produce an individual risk assessment for the service user which is regularly reviewed and updated.
9. To act as a lead professional in co-ordinating the partner agencies involved in providing support, services and provision to the service users.
10. To establish and maintain a live client database/records of clients supported in the local authority area.
11. To provide reports as required by stakeholders and management.
12. To liaise with partner organisations to share information and identify risks about service users which will ensure the most effective support and programmes are put in place.
13. To manage any volunteers working with the service user and ensure that the volunteers are appropriately matched with the service user.
14. To work alongside colleagues within the Outreach Service to ensure the effective delivery of support to service users, including joint visiting, assisting with logistics, covering for absences, and responding to emergencies.
 |

|  |
| --- |
| **Structure:** |
| **Special Knowledge Requirement: Will be used for shortlisting.**  |
| **Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column**. |
|  | **Essential** |
| Due to the Government’s Fluency in English for posts where employees speak directly to members of the public the postholder is required to meet the Advanced threshold level which will be applied where the postholder requires a greater level of sensitive interaction with the public. You must be able to demonstrate that you can express yourself fluently and spontaneously (this will also be tested during the interview). | X |
| Carries out the working practices, procedures and basic operations across the support functions provided by the Outreach team, primarily in the area of support for refugees recently granted leave to remain in the country. | X |
| Uses knowledge, safety and environmental policies , procedures and regulations, including risk while working with vulnerable people in the community and on a 1-1 basis - including safe lone working, risk assessment of service users, and safeguarding risks  | X |
| Uses a wide range of basic computer applications such as word, spreadsheets, databases, presentation software, internet and email, and online meeting applications particularly Microsoft Teams . Uses a range of specialist ICT systems across own work area including Housing systems |  |
| Knows the costs for products and services within own area of responsibility |  |
| Knows and understands how to analyse, interpret and present complex information from a variety of sources to a wide range of audiences | X |
| Understands how to handle sensitive information in line with statutory requirements in order to meet the information policies of the Council and partner organisations. | X |
| Understands the operation of the local authority and its partners with respect to integration into the community, and has applied practical knowledge of the processes relating to supporting people from migrant and refugee communities to integrate into the wider community. | X |
| Knowledge and understanding of accessing benefits, housing, education, employment support  | X |
| Knowledge of support organisations working with asylum seekers, refugees and migrants. Demonstrates the ability to work effectively with partner organisations in a multi-agency approach to supporting vulnerable individuals and those with barriers to engaging with services.  | X |
| Knowledge of the development and delivery of skills training and personal development programmes. |  |

|  |
| --- |
| **Relevant experience requirement: Will be used for shortlisting**  |
| The applicant is required to provide evidence of having previously spoken fluently to members of the public in order to meet the advanced threshold level outlined under Special Knowledge above.  |
| **Either** a relevant Level IV qualification (for example in adult community work, mental health support, or advice related subjects) **plus** at least one year experience of working with and supporting asylum seekers/ refugees or migrants in a support/advice capacity. **Or** if no relevant qualification is held, three further years experience of working with and supporting asylum seekers, refugees, migrants or other people who struggle to integrate into the mainstream community. This work experience can include a mix of professional roles and volunteer or intern roles with organisations specialising in this type of support. |
| **Relevant professional qualifications requirement: Will be used for shortlisting**  |
| **Either** a relevant Level IV qualification (for example in adult community work, mental health support, or advice related subjects) **plus** at least one year experience of working with and supporting asylum seekers/ refugees or migrants in a support/advice capacity. **Or** if no relevant qualification is held, three further years experience of working with and supporting asylum seekers, refugees, migrants or other people who struggle to integrate into the mainstream community. This work experience can include a mix of professional roles and volunteer or intern roles with organisations specialising in this type of support. |
| **Key skills** Must be able to evidence competency in literacy and numeracy equivalent to Level II (GCSE grade C). Qualifications taken outside the UK are acceptable in the candidate’s own language. |
| **Core Employee competencies at manager level to be used at the interview stage.**  |
| **Carries Out Performance Management –** covers the employees capacity to manage their workload and carry out a number of specific tasks accurately and at a high standard.  |
| **Communicates Effectively** - covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships, giving advice and guidance, counselling, negotiating and persuading and handling private, confidential and sensitive information. |
| **Carries Out Effective Decision Making** - covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self effectiveness and any requirements to quality check work. |
| **Undertakes Structured Problem Solving** **Activity** - covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking, developing practical solutions, applying problem solving strategies and managing interpersonal relationships.  |
| **Operates with Dignity and Respect** - covers treating everyone with respect and dignity, maintains impartiality/fairness with all people, is aware of the barriers people face.  |

|  |
| --- |
| **Management Competencies: to be used at the interview stage.**  |
| **Operates with Strategic Awareness** Our managerswork with corporate priorities and policies in a joined up way with others, internally and externally. Works democratically, transparently and accountably. |
| **Practices Appropriate Leadership** Our managers motivate their staff to exceed expectations through raising their awareness of goals and moving them beyond self interest for the sake of the team or service. They consider serving the District in all that they do. |
| **Delivering Successful Performance** Our managers monitor performance of services, teams & individuals against targets & celebrate great performance. They promote the District’s vision & work to achieve Council’s values & agreed outcomes. |
| **Applying Project and Programme Management** Our manager’s work to ensure that outcomes and objectives are achieved within desired timescales, make best use of resources and take a positive approach to contingency planning. |
| **Developing High Performing People and Teams** Our managers coach individuals and teams to achieve their potential and take responsibility for continuous improvement. They champion the Council’s values and goals. |
| **Working Conditions:**   |
| Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions.  |
| **Special Conditions:**  |
| This role involves travel around the district on a regular basis, which may be undertaken by any appropriate means. If a private vehicle is used, the employee will be expected to provide a drivers licence and access to records relating to any current motoring convictions, insurance details for the vehicle, to undertake an eyesight test, and where necessary to provide details of any medical conditions which may impact safe driving.  |
| **Compiled by:****Date:** | **Grade Assessment Date:** | **Post Grade:** |