CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL

JOB PROFILE

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| **DEPARTMENT: Place** | **SERVICE GROUP: Economy ＆ Development Services** |
| **POST TITLE: Local Authority Asylum Support Liaison Officer** | **REPORTS TO: Outreach Services Manager** |
| **GRADE: Band 8** | **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.

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| **Key Purpose of Post:**  |
| * To deliver the Local Authority Asylum Seekers Liaison Project for asylum seekers
	+ who receive positive decisions and are leaving COMPASS accommodation, working with service users to access mainstream service such as housing, benefits, employment and health support
	+ who receive negative decisions by referring them to appropriate agencies who can advise on their options including accessing assisted voluntary returns
* To co-ordinate the multi-agency approach around the individual to reduce destitution, homelessness, rough sleeping, poor health, economic hardship and social isolation and improving proficiency in English language
* To support the successful integration into the community of individuals and families granted asylum reducing their reliance on public services, building capacity and supporting them to develop life skills.
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| **Main Responsibilities of Post:**  |
| 1. Provide effective assessment to identify the service user’s support and development requirements, produce individual development and support plans and to regularly review progress against those plans.
2. To address the individual needs of a service user in regard to their assessed needs, supporting them and developing their capacity to integrate into the wider community.
3. To produce an individual risk assessment for the service users which is regularly reviewed and updated and which informs the service users’ activities on the project.
4. Provide advice and support for a three month period on appropriate services such as housing, benefits, health, employment and English skills.
5. Develop, deliver or organise development activities for individuals and groups which address their assessed needs. This can include:
	1. UK relevant life skills.
	2. employability and access to work skills.
	3. Access to English Language courses
6. To work with the local agencies supporting asylum seekers pre-decision, in order to identify service users (both individual and as family groups) that meet the project’s criteria and engage those identified onto the project.
7. To act as a lead professional in co-ordinating the partner agencies involved in providing support, services and provision to the service users.
8. To tailor the national approach to supporting successful new refugees by designing and agreeing innovative interventions appropriate to the local area.
9. To establish and maintain a live client database/records of clients supported in the local authority area.
10. To provide reports as required by funders, stakeholders and management.
11. To manage any volunteers working with the service user and ensure that the volunteers are appropriately matched with the service user.
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.
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| **Structure:** |
| **Special Knowledge Requirement. Will be used for shortlisting.**  |
|  | **Essential** |
| **Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column**. |  |
| Due to the Government’s Fluency in English Duty for posts where employees speak directly to members of the public the post holder is required to meet the Advanced thresholdlevel (which will be implemented where the post requires a greater level  of sensitive interaction with the public) – where the person is able to demonstrate that they can during the interview:a) Can express themselves fluently and spontaneously, almost effortlesslyb) The natural smooth flow of language is only reduced where there is a need to explain difficult concepts using simple language  | X |
| Uses knowledge of Health, Safety and Environmental policies, procedures and regulations including assessing and managing risk, while working with asylum seeker and refugee clients in the community and on a 1-1 basis | X |
| Uses a range of complex IT packages relating to area of work such as word, spreadsheets, databases, presentation software, internet and email to view extract and manipulate data. | X |
| Ability to adopt a process of continual improvement and suggest ways ofworking more efficiently and effectively to improve service delivery. |  |
| Knows and understands how to use, interpret, handle and communicateInformation to a wide range of audiences. 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 |
| Has an understanding of community integration and has applied practical knowledge of supporting vulnerable people to integrate into the wider community | X |
| Knowledge and understanding of the asylum process and the issues affecting asylum seekers and the pathways to reduce isolation and destitution. | X |
| Demonstrates the ability to work effectively with partner organisations working with asylum seekers in a multi-agency approach to supporting vulnerable individuals and those with barriers to engaging with services.  | X |
| Demonstrates understanding of accessing benefits, housing and employability support  | X |
| Knowledge of the development and delivery of skills training and personal development programmes. |  |

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| **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 in a support/advice capacity. **Or** if no relevant qualification is held, three further years experience of working with and supporting asylum seekers, refugees or other people who struggle to integrate into the mainstream community. This 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** |
| Level 2 (or equivalent) in literacy and numeracy |
| **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 in a support/advice capacity **Or** if no relevant qualification is held, three further years experience of working with and supporting asylum seekers, refugees or other people who struggle to integrate into the mainstream community. This can include a mix of professional roles and volunteer or intern roles with organisations specialising in this type of support. |
| **Core Employee competencies to be used at the interview stage.**  |
| **Carries Out Performance Management** |
| Covers the employee’s capacity to manage their workload and carry out a number of specific tasks accurately and to 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 promoting equality, treating all people fairly and with dignity and respect, maintains impartiality/fairness with all people, is aware of the barriers people face.  |
| **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.This role requires the post holder to travel and work from a number of locations across the Bradford District, including assisting service users with transport. A valid Driving Licence and the use of a vehicle are essential unless a disability prevents thisThe post holder may be required to work occasional evenings or weekends as required by the needs of the service. |
| **Special Conditions:**  |
| You will be informed if there is a requirement for the post to have recruitment checks such as DBS, Warner Process.This post is subject to checking by the Disclosure & Barring Service. |
| **Compiled by:** **Helen Clipsom****Date: 03/03/2018** | **Grade Assessment Date: 30/05/18** | **Post Grade:** **Band 8** |