

**Job Description**

**Refugee Resettlement Caseworker**

Grade: Scale 6

**Responsible To: Responsible For:** N/A

Refugee Resettlement Team Leader

**About the job:**

To support the overall delivery of refugee resettlement programmes to all resettlers in Chorley, such as the UK Resettlement Scheme (UKRS), Homes for Ukraine (HFU) and Asylum Seekers, by providing casework support to families to assist with their settlement in the UK and by supporting the delivery of the community integration element of the programme.

**Role:**

To work in partnership with colleagues internally and externally including key agencies and community-based support to provide effective and sustainable support to families.

To promote resilience and independence, ensuring that the refugee family’s settlement and integration is successful long term.

To deliver the work in a way that seeks the most effective and sustainable solutions, evaluating progress through a variety of mechanisms and developing appropriate pathways or approaches to ensure meaningful integration.

To maintain a database that will contain actions, progress, aspirations and assets of those involved in the UKRS including those who are being supported and those providing support.

​To be a point of contact for families/singles and case manage/support them using a variety of different approaches, for example, using drop-ins and digital communications

To provide support to the resettlers in Chorley in terms of infrastructure, housing, citizenship and community integration.

To support the delivery of community-based projects such as drop ins, English classes, events and activities.

To attend and contribute to multi-agency forums where support needs are discussed and coordinated.





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| **Responsibilities:****Team:*** You will work with your colleagues to prioritise team objectives over individual objectives.
* You will support and respect your colleagues at all times**.**
* You will work together to share knowledge and experiences to improve your service.
* You will participate in development activities as required.

**Corporate:*** You will carry out your duties and responsibilities in line with the Health & Safety Policy and associated legislation.
* You will actively engage with customer care, value for money and performance management.
* Your duties will be carried out in line with our equality scheme.
* You will be compliant at all times with GDPR and data protection legislation.
* You will constructively participate in communication and promotional activities.

**Organisational:*** You will be prepared to take on responsibilities and projects that may be outside of your normal work area but are relevant to your role.
* You will support an inclusive culture which provides opportunities for everyone to participate and progress.
* You will support effective relationships across all Directorates, with stakeholders and external partners to ensure the Council’s priorities and objectives are met.
* You will positively promote and represent the Council at all times.
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| **What the successful candidate will have:**

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| **Qualifications*** Experience in community development work or a related field including neighbourhood renewal or community building
* Possess a full, current driving licence or equivalent mobility.
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| **Experience*** Experience of partnership working including community groups and public sector agencies.
* Experience of assisting residents with numerous and complex requirements linked to either health, housing or other resettlement processes
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| **Knowledge** * Impact of community integration and asset-based approaches in improving health, skills and prospects.
* Fluency in a second a second language, for example, Polish, Punjabi, Urdu, Bengali, Gujarati and Arabic, is desirable
* Knowledge of the local area and resources available to support asylum seekers and refugees in Chorley (Desirable)
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| **Skills & Abilities*** Very good communication and presentation skills both verbal and written
* Effective IT skills
* Work across teams in a positive and constructive manner to achieve results
* Ability to analyse, interpret and present complex ideas and information in a structured and readily understood manner
* Excellent planning and organisation skills, with the ability to work across a range of projects at once and to be able to prioritise effectively
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 **You will play a key part in our organisational culture:**

**FORWARD THINKING** – Plans and prioritises effectively deciding what to do and what not to do

**RESPECT** – Seeks out contributions from all cultural perspectives and backgrounds

**PROFESSIONAL** – Demonstrates high standards of professional behaviour and integrity

**PRIDE** – Acts in a way that has a positive impact on the Council’s reputation

**ONE TEAM, ONE COUNCIL** – Brings people together for effective team working