

Job Description

Job title	Housing S&P Officer-Asylum Seeker Service
Directorate	PLACE : Regeneration, Culture and Environment
Division	Strategic Housing
Range	MPR 4
Reports to	Housing Options Team Leader

Main purpose of the job:

To support the council in its role to successfully implement and manage the government's response to the Refugee resettlement schemes including Afghan Resettlement Scheme (ARAP/ACRS), the Home Office Asylum Dispersal Scheme.

To provide a supportive outreach response to Refugee schemes. You will be responsible for conducting outreach work across Medway to verify, engage and support Refugees that have approached via the safe & legal route..

Ensure the highest levels of support, from pre-arrival planning to intensive integration casework, to the development of new projects to make best use of grant funding

To keep detailed records of inspection details and forward information to senior officers where properties housing health and safety hazards have been identified.

To identify any safeguarding concerns and report to the Team Leader and if necessary, make any appropriate referrals.

Confidently disseminate information to Refugees and advice on support services available and provide assistance in exploring various housing options. To support to seek resettlement and move on options if required,

To be able to adapt working practises to work with families and individuals that have sought refuge in the UK.

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

Accountabilities and outcomes:

- **Pre-Arrival Planning:** Organizing housing, reception, and orientation for families before they arrive.

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- **Practical Support:** Assisting with welfare, finances (benefits, bills), healthcare, schooling, job searching, and life skills.
- **Integration:** Developing Personalized Integration Plans (PIPs) to foster self-sufficiency and long-term integration.
- **Liaison:** Connecting families with local authorities, housing providers, health services, and other partner organizations.
- **Community Building:** Organizing events and building relationships within the Afghan community and with other service providers.
- **Advocacy:** Representing the needs of the community, especially vulnerable groups like women and girls.
- **Documentation:** Maintaining accurate case notes and completing monitoring paperwork.
- Carrying out in person visits whilst adhering to lone working policy.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

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Organisation:

This role reports to the <Homeless Team Leader .

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis in line with the requirements of the service.

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Person specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- A good standard of general education (e.g. Level 2, GCSEs) including Maths and English or
- Equivalent housing qualification at Level 2

Level B (in addition to level A criteria)

- Completion of role specific training as identified during Performance Appraisal Review

Level C (in addition to levels A and B)

- Completion of role specific training as identified during Performance Appraisal Review At least 2 years extensive experience working within a refugees .

Knowledge

Level A

- Basic working knowledge of UK mainstream services e.g. Education, Health, Housing, Welfare Benefits and community support systems.
- Understanding of cultural diversity and the ability to work with people from a range of different cultures.
- Knowledge and insight into the needs, hopes and experiences of refugees and migrants, the main barriers to successful integration and able to demonstrate how such barriers can be overcome.
- Knowledge of Safeguarding, Safety planning, Domestic Abuse and Sexual Exploitation
- Understanding of Data Protection, customer confidentiality and information sharing as it relates to this role

Level B (in addition to level A criteria)

- Knowledge of Landlord and Tenant Legislation, the Housing Act 1985, Protection from Eviction Act 1977 and Protection from Harassment Act.
- Working knowledge of homeless prevention initiatives and their application and effectiveness
- A detailed understanding and application of the terms and conditions contained in the range of tenancy agreements across all tenures.
- Knowledge of the private rented sector regulations
- Detailed knowledge of the governments refugee settlement schemes

Level C (in addition to levels A and B)

- Knowledge of trauma informed practice
 - Understanding of relevant associated statutory guidance, legislation and regulations that impact homelessness prevention e.g. Children's Act
 - Relevant knowledge of immigration rules and regulations as it affects housing and the role
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Experience

Level A

- Experience of providing support to vulnerable families in a situation of transition and uncertainty
- Experience of promoting fairness and equality through service delivery.
- Experience of assessment and compiling appropriate packages of support with service users
- Experience of working in multi-agency settings and/or of liaising with external organisations.
- Experience of operating in a busy, demanding, complex and political environment.
- Experience of working with housing services and providers in a client or partnering environment.
- Experience of supporting families towards self-sufficiency whilst ensuring essential living needs are met.
- Experience of keeping good and accurate records
- Experience of working in an environment providing services to people who are homeless or threatened with homelessness
- Experience working with people from a range of different cultures and backgrounds, ideally in a community setting

Level B (in addition to level A criteria)

- Experience of working with and supporting refugees with children whom English is not their first language and an appreciation of opposing cultural perspectives
- Experience supporting Refugee / Migrant families to identify and access finances, employment, education, and training opportunities
- Experience of encouraging and empowering families to become independent with the ability to empathise with clients without crossing professional boundaries.
- Experience of conducting in-depth interviews to obtain relevant information and validate evidence to complete accurate assessments
- Proven experience of managing complex casework management, joint working and interagency liaison

Level C (in addition to levels A and B)

- Experience of contributing to complex reports used for a wide variety of audiences.
- Proven experience of successfully providing a high performing service that demonstrate effective employee behaviours
- Experience of working in a trauma informed, asset-based approach setting with focus on putting the person at the centre of service delivery.
- Demonstrable experience of initiating, building relationships with and working positively in partnership with a range of statutory and voluntary agencies

Skills

Level A

- Able to resolve sensitive issues using tact and calm to mediate and resolve problems.
- Able to appreciate opposing cultural perspectives
- Developed negotiating skills for working with a wide range of voluntary and statutory agencies.
- Able to work on own initiative, prioritising workloads and able to meet deadlines
- Excellent written and oral communication skills at all levels
- Be confident and competent with standard IT packages
- Able to work as part of a team and share/learn best practice, knowledge and expertise with/from colleagues
- Able to show a commitment to a high level of customer care and the Council's Equal Opportunities Policy

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- Develop the ability to cope with and control confrontational situations
- Able to take responsibility for your own development
- Able to manage a caseload
- Friendly, tactful, approachable, non-judgemental, empathic and customer focused.
- Competent user of standard ICT packages, e.g. Word, Excel, Outlook and PowerPoint

Level B (in addition to level A criteria)

- Ability to work within legal, political and policy constraints and to follow internal procedures
- Demonstrable ability to handle and process documentation relating to small financial amounts
- Ability to deal with high levels of work-related pressure, for example from deadlines, interruptions or conflicting demands.
- Demonstrable ability to analyse and interpret complex information and situations

Level C (in addition to levels A and B)

- Ability to work independently within defined procedures, and work outside of procedures, making decisions without referring to a line manager, where necessary.
- Adopts an imaginative and innovative approach.
- Ability to supervise, co-ordinate or train other employees where required
- Promote good performance, developing clear, structured and efficient ways of managing workload and delivering results, challenging themselves and others to perform well, and to adhere to the Council's performance management systems
- Demonstrate the effective and efficient use of the full range of training resources for self-development and efficiency within the role