

Leeds City Council

Directorate: Safer Strong Communities

Service Area: Resettlement

Job Title: Project Liaison Officer

Grade : SO1

Conditions Of service: Temporary 1 Year

Responsible To: Resettlement Project Coordinator/Resettlement Project Leader

Location: Garforth Hotel

Job Purpose:

The Resettlement team provides advice and support to refugees in the bridging hotel who are on Afghan Citizens Resettlement Scheme (ACRS) and Afghanistan Assistance and Relocation Policy (ARAP) to help them adjust to life in the UK, by accessing services, mainstream provision and establishing community links.

Main Duties

Responsibilities for Grade:

1. To provide a safe and welcoming environment for refugees ensuring that standards are maintained, monitored and that the service meets all statutory and contractual requirements.
2. To carry out needs assessments for every new arrival ensuring the correct referrals are made in a timely manner. Ensure all residents are given access to NHS services including providing access to GPs and are provided with NHS numbers
3. Assist refugees to understand systems in the UK and become familiar with their local environment.
4. Advise families of the LA Housing procedure and the Home Office move on policy, discuss and complete a personalised move on plan for each family in the hotel
5. Support refugees with information about refugee community organisations and local agencies that can assist with longer term support and promote activities that enable integration and engagement with their local community
6. Work with Education to secure school places and assist families with introductory visits, attend school meetings where necessary. Consider ESOL provision for Adults, refer to appropriate providers taking into consideration employment.
7. Work alongside various organisations to enable the delivery of cross service projects to achieve positive outcomes
8. Support families to access appropriate financial support with DWP, Support individuals to gain National Insurance Numbers and bank accounts
9. Maintain good practice in the use of interpreters, including assessing the need for interpretation, taking into consideration complexity of information or advice as well as providing clear, translated information to the residents in the hotel.
10. To record accurate client information, actions taken, and advice given. Act as a liaison point between local and central government to escalate issues
11. To be aware of, identify and act upon issues around safeguarding of children and vulnerable adults in accordance with the Leeds City Council Safeguarding Policy.
12. To work with volunteers in a manner that effectively compliments the framework of integration support in the hotel.

13. To be aware of and adhere to Leeds City Council Health and Safety Policy, being responsible for your own health and safety whilst at work and that of your colleagues and service users.
14. To work within all relevant policies, procedures and systems established corporately or locally and to support the Council's Equal Opportunities Policies.
15. To carry out duties in accordance with the Council Values and culture
16. To work flexibly, including occasional evenings and undertake any other duties commensurate with the post

Specific Responsibilities

17. To deal with sensitive and confidential information on issues relating to families in the hotel.

Qualifications

Experience in this area of work.

PERSONAL SPECIFICATION: Method of Assessment will be through one or more of the following Application Form, Test, Interview, and Certificate

ESSENTIAL REQUIREMENTS: It is essential that the Candidate should be able to demonstrate the following criteria for the post within the context of the specific role duties and responsibilities: Candidates will only be shortlisted for interview if they can demonstrate on the application form that they meet all the essential requirements

Skills Required

1. Ability to negotiate clearly and sensitively with statutory agencies on behalf of clients.
2. Ability to communicate complex information to confused and distressed clients.
3. Excellent listening skills and the ability to empathise while handling sensitive & confidential information.
4. Sensitivity to working in a diverse organisation and the ability to work with clients and colleagues from other cultures.
5. Good command of spoken and written English and an ability to communicate in a professional manner.
6. Competent IT skills including excel, word processing and email.
7. Ability to take a flexible and creative approach to the demands of the post, working on own initiative as well as within a team.
8. Ability to work effectively with colleagues and interpreters to establish good working relationships including partnership working with outside organisations.
9. Commitment to and understanding of equal opportunities and its practical applications for own working practice.
10. Able to work effectively with communities in groups and secure their commitment to achieving learning outcomes
11. Ability to effectively manage conflict
12. Ability to plan, organise and manage own workload whilst delivering to a work programme and adapting to changing circumstances whilst ensuring deadlines are met
13. Able to lead on responding to immediate health & safety issues
14. Ability to prepare and present regular reports and keep an up to date record of work progress

Knowledge Required

1. A good general knowledge of welfare benefits, health systems, housing policies, immigration system and an understanding of how these affect refugees.
2. Knowledge and understanding of the difficulties faced by newly arrived refugees, including language and mental health and the ability to adapt service delivery to address these needs.

3. Understanding the safeguarding of children and vulnerable adults policy.
4. A working knowledge of national policies relating to refugees
5. An understanding of community cohesion issues.
6. Knowledge of the Afghan culture including values, traditions & celebrations
7. A knowledge of, and evidence of the ability to communicate effectively with the voluntary sector, other agencies, and the local community in order to develop initiatives and services

Experience Required

1. Sensitivity to working in a multi-cultural organisation and the ability to work with colleagues from different cultures
2. Experience of working with vulnerable groups
3. Effectively record and evaluate community sessions, produce reports within specific timescales
4. Working in a multi-agency setting to achieve shared objectives

Behavioural & other Characteristics required

1. Conscientious, honest, and reliable
2. Willing to have a flexible approach to meet the changing demands
3. Able to undertake a flexible and varied work pattern
4. Committed to continuous improvement of the service
5. Willing to abide by the Council’s Equal Opportunities Policies in the duties of the post and as an employee of the Council
6. Prepared to be DBS Checked
7. Willing to take personal responsibilities under and abide by the Council’s Health and Safety Policies

DESIRABLE REQUIREMENTS: It is desirable that the candidate should be able to demonstrate the following criteria for the post within the context of the specific role. Candidates are not required to meet all the Desirable requirements however these may be used to distinguish between acceptable candidates.

1. Hold a current full driving licence
2. Bilingual skills in Dari/ Pashto

Job Description Content Prepared / Reviewed by:

Name	Designation	Date
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Confirmation of Job Evaluation Undertaken

JE Ref Number

Name	Designation	Date
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