

## Job Description

<b>Job Title</b>	Refugee and Migration Housing Officer
<b>Directorate</b>	Neighbourhoods and Housing
<b>Service Area</b>	Housing
<b>Grade</b>	6
<b>Competency Level</b>	1
<b>Salary</b>	£34,314 - £38,626
<b>Job Type</b>	Hybrid
<b>Location</b>	Cunard Building
<b>Disclosure and barring service (DBS)</b>	Not Applicable
<b>Job Evaluation Ref No</b>	A9075

## Job Purpose

To support work streams in relation to refugee housing advice, prevention, assessment and rehousing support. To support the delivery of a high-quality rehousing and homelessness service for refugees, ensuring pathways into and out of the service in a timely manner.

### Directly Responsible For:

Not applicable

## Directly Responsible To:

Refugee and Migration Housing Team Leader

### CONTEXT:

This post will provide support to the Council's new Refugee and Migration Housing team. The Housing team is part of the Our Liverpool team, which exists to make Liverpool a welcoming city and Liverpool City Council a migrant-friendly organisation where people seeking sanctuary and vulnerable migrants are able to thrive from the day they arrive. The team will be responsible for providing housing advice, prevention, assessment and rehousing support for people seeking sanctuary and vulnerable migrants in Liverpool.

The strategy's overarching aims are as follows:

1. People seeking sanctuary and vulnerable migrants can thrive in safe, welcoming and cohesive communities where they have the opportunity to contribute their skills to the economic development of the city and to benefit from it.
2. People seeking sanctuary and vulnerable migrants understand and are able to exercise their rights, responsibilities and entitlements.
3. People seeking sanctuary and vulnerable migrants are able to access well-coordinated services, which recognise and meet their rights and needs.
4. People seeking sanctuary and vulnerable migrants are able to collaborate with the Council to inform local policy and planning, and influence central government.

## Main Areas of Responsibility:

- Support the creation of a migrant friendly housing service within Liverpool City Council and a migrant friendly Council
- To support the work with refugees in housing need and those who are potentially homeless to identify and address their housing and support needs
- To work with refugees and vulnerable migrants to complete personal housing plans to help with their journey into long-term accommodation
- Support refugees and vulnerable migrants to understand how to register, and use, Property Pool Plus
- Provide ongoing support for refugees and vulnerable migrants to continue to regularly bid on Property Pool Plus
- Act as a central point for communication with refugees and vulnerable migrants in housing need who have contacted the service
- Appropriately deal with sensitive and confidential information on individuals, and make referrals to Council teams and external agencies where required
- Support the establishment, maintenance and development of effective working relationships with a number of internal and external stakeholders for signposting
- Provide support for online meetings to provide housing information for refugees and vulnerable migrants
- Apply policy, legislation and best practice to service delivery
- To assess private sector deposit scheme applications in line with Council policy and legislation and monitor their progress with particular reference to a customer's initial and ongoing eligibility for assistance
- Support refugees and vulnerable migrants to provide the relevant information needed for an assessment
- Support the placement of individuals and families into settled accommodation
- Support individuals where there is a high risk of early tenancy breakdown
- Maintain appropriate, up to date and accurate electronic records of any data

- To monitor and manage the receipt, from external partners, of family reunion visa grant / pre-arrival information
- Lead on carrying out pre arrival Family Reunion housing need assessments
- Provide safeguarding information to family reunion arrivals including information on what to do and how to get help regarding domestic abuse / violence against women and children
- Signpost refugees and vulnerable migrants who contact the service but have no recourse to public funds
- To ensure personal performance targets are met
- To ensure manual and computerised records are updated in an accurate and timely manner, and that data relevant to the future development of Refugee and Migration services and homeless prevention, assessment services and move on data is recorded
- To highlight any concerns about service users where appropriate to the relevant agency (e.g., concerns about levels of risk, child protection or adult abuse)
- Complete risk assessments when appropriate and communicate with confidentiality to other staff in the city council or outside agencies
- To maintain robust systems for collecting and disseminating all information about temporary accommodation usage and availability
- To work in a flexible manner across the Housing Options Service and to cover for other post of the same grade if necessary
- To actively support the Our Liverpool Team meetings and events
- To deliver against the objectives of the Our Liverpool plan and Council Plan
- Availability / requirement to work from (or into) any location within the city boundary and to conform to the standards and working practices of each location utilised by the service
- To undertake any other duties that are commensurate with the grade of the post
- To assist in the workforce development of colleagues across the council related to migration and LA of Sanctuary agenda

- To demonstrate operational experience and knowledge in all aspects of service delivery to ensure that current policy, legislation and best practice is applied to service delivery
- To deliver a trauma informed service
- Develop the city council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken

## **Budget and Financial Responsibility:**

- Being fully accountable for managing the Council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

## **Social Value Responsibility:**

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

## **Physical Demands of the Job:**

- The job is hybrid office and home based, with some outreach and home visits. There are no additional physical demands above what is reasonably to be expected within these working environments

## **Corporate Responsibility:**

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement

- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

## Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at competency level 1.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

# Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

## Qualification and training

### Essential

- GCSE English and Mathematics A to C / 4 to 9 or equivalent qualification or experience (A)
- Evidence of and commitment to continuous professional development (A/I)

## Experience

### Essential

- Substantial experience of interviewing and negotiation skills, including direct experience of working to prevent homelessness (A/I)
- Experience of homelessness and housing advice work (A/I)
- Experience of working with vulnerable client groups (A/I)
- Knowledge of relevant Landlord, Tenant, Immigration, Welfare Benefits and Social Care legislation (A/I)

### Desirable

- Knowledge of the social and financial costs of homelessness to individuals, the local authority and other relevant bodies
- Have lived experience of the UK immigration processes or supporting those who have

- Experience handling distressing and sensitive information confidentially and supporting the coordination of LAs and statutory services to set up support vulnerable families
- Experience of delivering with a trauma informed approach

## Skills/Abilities

### Essential

- Effective communication skills both verbal and written (A/I)
- Confident user of information technology applications to include database input, word-processing, and email (A/I)
- Ability to negotiate and work assertively, yet in a sensitive manner, to ensure you achieve a realistic understanding of an individual's situation and to discuss the options available to them (A/I)
- Ability to accurately record statements and findings (A/I)

### Desirable

- Able to work with interpreters to converse with refugees and vulnerable migrants

## Commitment

### Essential

- An understanding of and a personal commitment to the Vision and Values of commitment to excellent customer service and to continuing service improvements (A/I)



## Desirable

- Commitment to assisting the Council in the continued development of their services to ensure the best possible outcome for refugees and vulnerable migrants to help prevent homelessness
- Commitment to assisting the Council to implement a range of options and initiatives to help prevent homelessness
- A commitment to supporting refugees and vulnerable migrants

## Other

### Essential

- Able to demonstrate an ability to interpret and respond to customer care issues affecting the provision of services to both internal and external customers (A/I)

### Desirable

- Flexible outlook and approach and the ability to adapt to change as the service develops
- Availability / requirement to work from (or into) any location within the city boundary and to conform to the standards and working practices of each location utilised by the service