

Job Description

Job Title	Refugee and Migration Property Officer
Directorate	Neighbourhoods and Housing
Service Area	Housing
Grade	6
Competency Level	1
Salary	£34,314 - £38,626
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not Applicable
Job Evaluation Ref No	A9079

Job Purpose

To support the work streams in relation to improving the access to long-term accommodation for refugees and vulnerable migrants. To deliver 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 support 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 postholder will work to source and expand the private and social housing accommodation available for refugees and vulnerable migrants in Liverpool, and provide ongoing support to maintain tenancies.

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 work proactively with relevant Council departments, partners and private and registered social landlords to ensure that effective support is identified and implemented to prevent homelessness by support clients into settled accommodation
- To work with the Refugee Housing Team Leader to source new properties for refugees and vulnerable migrants (private rented, social and other)
- To support the managing of relations with landlords and other external partners
- To support the Team leader with negotiating with landlords
- To support the monitoring of the budget and financial records in association with any usage of private sector accommodation, including administration of any claims against the bond
- Support the management of a property 'portfolio', including the compilation of up-to-date data on the properties being managed
- To liaise with Landlords / property managers manage the move in process for refugees and vulnerable migrants into temporary, medium term and long term accommodation and arrange any practical support packages the Council are providing
- To deliver welfare visits, property inspections and day-to-day liaison with residents
- To support residents of temporary accommodation to continue to engage with Property Pool Plus
- To work with the Team Leader to ensure all private rented properties that are secured by homeless households through Private Rented Sector and deposit scheme are suitable, and to oversee the collation of relevant certification to demonstrate that all the necessary health and safety checks have been undertaken by the landlord in accordance with the Suitability of Accommodation Order 2012
- To support the Team Leader in their work with landlords / managing agents to ensure property standards are maintained

- To work proactively with the colleagues to manage the matching of applicants to available properties
- Work in partnership with Liverpool City Council Private Sector Housing Licencing and Environmental Health to improve standards and management across the private rented sector
- To participate in Private Landlord Forums and attend meetings, ensuring effective liaison
- Completion of risk assessments in respect of service users and for communicating these appropriately and confidentially to other staff in the City Council or to other agencies
- To highlight any concerns about service users where appropriate to the appropriate agency (e.g. children's or adult safeguarding concerns)
- 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
- Support the management of any void properties and work to bring these back into use.
- To ensure personal performance targets are met, maintaining full and accurate records of all contact on the appropriate IT or manual systems
- Contribute to the development of colleague's knowledge of migration issues across the Council
- To assist with the completion of appropriate financial records in association with any usage for independent / private sector accommodation usage
- To participate and support the Our Liverpool Team meetings and events
- To deliver against the objectives of the Our Liverpool plan and Council Plan
- Post holder will participate in any out of hours rota and deal with emergency situations outside of office hours
- 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 deliver a trauma informed service
- Undertake any other duties that are commensurate with the grade of the post.
- 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 regular 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

- Qualifications equivalent to NVQ Level 3 or equivalent experience (A)
- Evidence of and commitment to continuous professional development (A/I)

Experience

Essential

- Experience of working with property owners / agents: negotiating tenancies, deposits, services, maintaining relationships, troubleshooting tenancy issues (A/I)
- Experience of managing data processing and monitoring systems (A/I)
- Experience of using case management systems (A/I)

Desirable

- Knowledge of the causes and impact of homelessness in migrant populations, prevention techniques and strategies
- An informed knowledge of the range of issues affecting new and existing refugee and migrant service users in Liverpool
- Experience of homelessness and housing advice work
- Experience in working with refugees

- Experience handling distressing and sensitive information confidentially and supporting the coordination of statutory and voluntary services to support vulnerable families
- Experience of the effective monitoring and evaluation of the use of resources
- Have lived experience of the UK immigration processes or supporting those who have
- Experience of delivering with a trauma informed approach

Skills/Abilities

Essential

- Ability to think creatively in finding and co-ordinating solutions to preventing homelessness (A/I)
- Ability to negotiate and work assertively, yet in a sensitive manner, with those who are potentially homeless to ensure that they achieve a realistic understanding of their situation and to discuss the options available to them (A/I)
- Ability to discuss and negotiate effective outcomes with accommodation providers and landlords options to prevent homelessness (A/I)
- Ability to handle sensitive and confidential information (A/I)
- Advanced in use of Microsoft Word, Excel and PowerPoint (A/I)
- Ability to work to a high degree of accuracy under pressure, meet strict deadlines and be responsive to changing priorities (A/I)

Desirable

- Ability to use own initiative and work with minimal supervision
- Excellent interpersonal and communication skills, working effectively with others to deliver cross sector or cross service projects

- Ability to investigate issues in a sensitive manner
- Ability to accurately record statements and findings
- Effective communication skills both verbal and written
- Understanding of working with vulnerable clients / service users
- Experience of delivering services in line with strategic aims and objectives

Commitment

Essential

- Commitment to assisting the council to implement a range of options and initiatives to help prevent homelessness (A/I)

Desirable

- Commitment to assisting the council in the continued development of their services to ensure the best possible outcome for our service users
- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

Other

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Flexible outlook and approach and the ability to adapt to changes as the service develops