

Job Description

Job Title	NRPF Pathway Team Leader
Directorate	Neighbourhoods and Housing
Service Area	Housing
Grade	8
Competency Level	2
Salary	£44,711 - £49,764
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Basic DBS
Job Evaluation Ref No	A9242

Job Purpose

To lead on and co-ordinate work streams in relation to supporting people who have no recourse to public funds (NRPF). To deliver a high-quality service which identifies and assesses need, provides support where required and locates timely pathways to independent living.



Directly Responsible For:

- NRPF Pathway Caseworker x 2
- NRPF Pathway Project Support Officer

Directly Responsible To:

Refugee and Migration Programme Manager

CONTEXT:

This post will lead the Council's new No Recourse to Public Funds (NRPF) Pathway team. The development of a pathway for residents who have NRPF and require Council support is a key priority of the Our Liverpool Plan 2024-27. The Our Liverpool Plan exists to make Liverpool a welcoming city and Liverpool City Council a migrant-friendly organisation where people seeking sanctuary and vulnerable migrants can thrive from the day they arrive. The NRPF Pathway team will be based in the Refugee and Migration team and work with Adult and Children's Social Care to identify NRPF cases, deliver assessments, provide subsistence and accommodation support (where applicable) and work to create pathways to independent living.

The strategy's overarching aims are that people seeking sanctuary and vulnerable migrants:

1. Can thrive in safe, welcoming, and cohesive communities where they can share their skills to aid the economic development of the city and to benefit from it
2. Understand and can exercise their rights, responsibilities, and entitlements
3. Can access well-coordinated services, which recognise and meet their rights and needs
4. Can collaborate with the Council to inform local policy and planning and influence central government

Main Areas of Responsibility:

- To deliver a migrant friendly NRPF service within Liverpool City Council and support the development of a migrant friendly Council
- Support the procurement and commissioning of Immigration Legal services for those with NRPF supported by the Council
- To work collaboratively with Adults and Children's Social Care, on every NRPF case, ensure the team provide timely assessments to prevent homelessness and move on support into settled accommodation
- To coordinate the provision of advice and information to NRPF residents who are experiencing or at risk of homelessness
- To case manage more complex cases and provide specialist guidance and support to Housing Options Service and Social Care colleagues, using coaching and mentoring skills
- To work with Legal Services, if required, to fully understand the duties and powers the Council has, as well as the limits of that support, on case-by-case basis
- To coordinate the resolution of immigration issues, working with legal representatives and the Home Office through NRPF Connect database, prioritising cases based on the timescales they have been supported
- To utilise the Council's housing contracts for emergency accommodation, and explore new alternative housing models, such as cross-subsidy housing models
- To review Section 17 subsistence rates annually
- To proactively work with asylum, refugee and domestic abuse organisations within the city and represent the service at meetings
- Coordinate risk assessments in respect of service users and communicate these appropriately and confidentially to relevant staff in the Council or to other agencies

- Monitor and evaluate performance of the NRPF service and have oversight of the NRPF Connect database
- To manage the NRPF Pathway team caseloads, capacity, work plans and rotas
- Co-ordinate the Human Rights assessments carried out by the NRPF team and / or by Social Care
- To identify the support and integration needs of service users and establish appropriate referral routes to other Council teams and external organisations
- To monitor the assessment of referrals into the service and ensure appropriate advice and assistance provided
- 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
- Coordinate NRPF team training and the maintaining of relevant sector knowledge / legislation
- Contribute to the development of- wider colleague's knowledge of NRPF / migration issues across the Council
- To ensure performance targets are met, maintaining full and accurate records of all contact on the appropriate IT or manual systems
- To participate and support the Our Liverpool Team meetings and events
- To deliver against the objectives of the Our Liverpool Plan, Council Plan and the Local Authority of Sanctuary
- Establish and chair the Our Liverpool NRPF subgroup to implement the NRPF key priorities and monitor the indicators
- Manage the delivery and implementation of trauma informed services
- Engage in and contribute to professional development as and when appropriate

Supervision and Management Responsibility:

- Ensuring activities are planned to include meaningful one to one conversations, quality annual appraisals and regular workforce planning and development
- Manages performance and behavioural issues effectively

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
- Manage the budget for the NRPF team and the Adults and Children's Social Care emergency accommodation budget related to relevant NRPF cases
- Monitor financial performance, deliver within budget and seek savings and efficiencies by exploring opportunities to draw funding where appropriate
- Set, monitor, and remain within budget whilst challenging the team to deliver increased efficiencies

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 2.

[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

- Social Work qualification to degree level, or relevant safeguarding qualifications and work experience (A)

Desirable

- Evidence of commitment to continuing professional development
- Management or team leader qualification equivalent to City & Guilds Level 3 or equivalent experience
- Immigration Advice Authority (IAA) level 2 qualification (or above) or the equivalent

Experience

Essential

- An up-to-date knowledge of NRPF policy and legislation- its impact on migrant populations, prevention techniques and resolution strategies (A,I)
- Experience of managing and developing people (A,I)
- Experience of working with immigration legal professionals and commissioning or referring people into legal advice (A,I)
- Experience of managing and overseeing budgets and financial processes (A,I)

- Experience developing policies and procedures (A,I)

Desirable

- Experience of supporting people with no recourse to public funds
- Experience of leading on multi-organisational meetings, with stakeholders with conflicting perspectives
- Experience of managing data processing and monitoring systems.
- Experience of commissioning accommodation and managing subsistence payments to vulnerable people
- Experience creating written and verbal reports.
- Experience delivering training
- Experience of utilising case management systems.
- Have lived experience of the UK immigration processes or supporting those who have
- Experience of managing trauma informed services

Skills/Abilities

Essential

- Strong negotiating skills (A,I)
- Ability to handle sensitive and confidential information (A,I)
- Ability to work to a high degree of accuracy under pressure, meet strict deadlines and be responsive to changing priorities (A,I)
- An understanding of human rights assessments (A,I)
- Knowledge of relevant Landlord, Tenant, Immigration, Welfare Benefits and Social Care legislation (A,I)

Desirable

- Advanced in use of Microsoft Word, Excel and PowerPoint
- Ability to think creatively

Commitment

Essential

- An understanding of the needs and experiences of people seeking sanctuary and vulnerable migrants (A,I)

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

Other

Desirable

- Able to travel across Liverpool City Region to attend meetings, networks, forums, outreach session and occasional home visits