

Job Description

Job Title	Refugee and Migration Resettlement Officer
Directorate	Neighbourhoods and Housing
Service Area	Housing
Grade	6
Competency Level	1
Salary	£35,412 – £39,862
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not required
Job Evaluation Ref No	A9117

Job Purpose

This post will support the delivery of refugee resettlement programmes in Liverpool, including the UK Resettlement Scheme (UKRS), Homes for Ukraine (HfU), and Afghan Relocation Schemes (ARP/ARAP/ACRS).

Directly Responsible For:

Not applicable



Directly Responsible To:

Refugee Resettlement Team Leader

Main Areas of Responsibility:

- To support the Refugee Resettlement Team Leader in the coordination and delivery of Liverpool City Council's resettlement programme
- Support the Refugee Resettlement Team Leader in planning and preparing for refugee arrivals, engaging with key partners and agencies including health, education, and housing
- Deliver direct casework to recently resettled refugees across all strands of LCC's refugee and migration resettlement work, supporting their safe arrival and successful integration to the city. This includes, but is not limited to, home visits, accompanying individuals and families to appointments, services, and events, and which will require lone working at various locations around the city
- Through casework delivery, identify patterns or systemic issues, explore solutions, and escalate cases appropriately where required
- Coordinate/support the delivery of events relevant to the needs of refugees, such as multi-agency advice drop-ins, employability workshops, welcome to the UK briefings, etc.
- Establish and maintain positive relationships key agencies including VCS organisations, local authorities in the Liverpool City Region, the Regional Strategic Migration Partnership (RSMP), the Home Office and Department of Levelling UP Homes and Communities (DLUHC)
- Represent Liverpool City Council's Resettlement Team at multi-agency forums and provide administrative support at forums and meetings relating to refugee resettlement
- Use case recording systems to keep accurate and up to date records of your work with individuals and families

- Compile and submit monitoring reports and use relevant government portals to access and provide data where required
- Oversee, monitor, and report against cost centres and budgets and provide regular updates to management, making recommendations in line with council financial procedures
- Support the establishment, maintenance, and development of effective working relationships with a number of internal and external stakeholders
- Be the main point of contact with suppliers and providers to ensure timely provision of goods and services, in line with agreements, including accommodation providers
- Support the Refugee Resettlement Team Leader with any Internal and External Audits
- Identify stories/case studies and work with the Our Liverpool Communications Officer to contribute to the narrative of Liverpool as a welcoming city to people seeking sanctuary and the Council as a migrant friendly organisation
- Work directly with refugee and migrant communities to create opportunities for engagement and for learning on the part of the Council
- Appropriately deal with sensitive and confidential information about individuals, including safeguarding and risk management, health and safety data, and family history
- Support in the delivery and development of key policies and procedures relevant to refugee resettlement and contribute to service improvement
- Engage with and contribute to the work of the broader Our Liverpool team and provide administrative support where required
- Act as a central point for information exchange between organisations
- Maintain an overview of new developments, nationally, regionally and locally, that will have implications for the Council, its partners, and the work of the department
- Deliver a trauma informed service

- Work outside of core business hours where required, to support the arrivals of refugee and migrant individuals and families, and to respond appropriately to safeguarding issues if and when they arise
- 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

Supervision and Management Responsibility:

- This role has no supervisory or line management responsibility

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
- Support the Team and Team Leader in monitoring financial performance and delivering within budget

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:

- This role is hybrid (home and office) and will involve travel across the city to home visits and appointments, alongside the residents you will be supporting. You will also be required to travel and support at various venues in Liverpool for drop-in events for residents. This will include some lone working

- You may also be required to attend occasional regional meetings outside of the city.
- This role may require some occasional out of hours working, in the event of unexpected events or safeguarding

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 the following competency level: **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 or relevant experience (A)

Desirable

- Evidence of commitment to ongoing professional development

Experience

Essential

- Experience of working with refugee and migrant communities and an understanding of the issues facing these communities (A, I)
- Experience of following policies and procedures and maintaining accurate records (A, I)
- Experience of delivering direct services to marginalised groups (A, I)

Desirable

- Experience of delivering refugee and migrant resettlement/support projects

- Experience supporting the development of networks and groups with both statutory and non-statutory services
- Experience handling distressing and sensitive information confidentially and supporting the coordination of LAs and statutory services to set up support vulnerable families
- Experience of working with and presenting to a broad range of internal and external stakeholders
- Experience of working as a member of a team
- Lived experience of the UK immigration processes
- Experience of delivering with a trauma informed approach

Skills/Abilities

Essential

- Coordination and organisation of meetings, agendas and reports (A, I)
- Ability to handle sensitive and confidential information (I)
- Ability to analyse and report upon complex information and data (A, I)
- Demonstrable understanding of and experience using Microsoft Word, Excel, and PowerPoint (A, I)
- Understanding of local community cohesion tensions, policies and legislation, particularly around refugees, asylum seekers and vulnerable migrants (A, I)
- Excellent interpersonal and communication skills, working effectively with others to deliver cross sector or cross service projects (A, I)

Desirable

- Ability to network with a wide-ranging audience from different organisations to facilitate information sharing in a timely manner
- Ability to work to a high degree of accuracy under pressure, meet strict deadlines and be responsive to changing priorities
- Ability to use own initiative and work with minimal supervision
- Work effectively as a team member
- Experience using case management systems

Commitment

Essential

- An understanding of the needs and experiences of refugees, asylum seekers and/or vulnerable migrants, alongside local community cohesion issues (I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

Other

Desirable

- Able to travel across Liverpool City Region to attend meetings, networks, and forums