

Job Description

Job Title	Refugee and Migration Housing 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)	Not Applicable
Job Evaluation Ref No	A9015

Job Purpose

To lead on and co-ordinate work streams in relation to refugee housing advice, prevention, assessment and rehousing support. 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:

Refugee and Migration Housing Officers x4

Refugee and Migration Property Officers x2

Refugee and Migration Support Officer

Refugee and Migration Property Support Officer

Directly Responsible To:

Head of Housing Solutions

CONTEXT:

This post will lead 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. In addition the team will source and expand the private and social housing accommodation available to migrants and provide ongoing support tenancy maintenance.

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 development and delivery of a prevention, assessment and rehousing service, specifically for people seeking sanctuary and vulnerable migrants
- Responsibility for the management of the Refugee and Migration housing team relationships, development and monitoring of team processes and guidelines
- Proactively work with agencies supporting people seeking sanctuary and vulnerable migrants within the city, and represent the service at meetings
- Manage the team budget
- 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 is provided
- To coordinate the assessment of the private sector deposit Scheme applications in line with the Council policy and legislation, and monitor their progress
- To coordinate direct work with clients via outreach where appropriate, coordinating the Officers work to provide potentially homeless applicants with a full appraisal of their situation identifying a range of options for them to consider
- To manage the provision of information and advice related to homelessness pathways, and be the key point of contact for housing issues for the council's commissioned provider of Refugee Resettlement Support
- To highlight any concerns about service users where appropriate to the relevant agency (e.g. concerns about level of risk, child protection or adult abuse)
- To coordinate risk assessments
- To support the development and implementation of refugee move-on policies and processes, including Family Reunion
- To monitor and evaluate the information related to families due to arrive via Refugee Family Reunion

- Manage information from Government Departments related to unexpected influxes of migrants managed by central government (e.g. as previously seen with Afghan resettlement)
- Participate in a decision review group to ensure a process of continual improvement in the quality of housing assessment decisions
- 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 migrant services, homelessness prevention, assessment services and move on data is recorded
- Support the development and implementation of a cross-departmental refugee and migration housing emergency response plan
- To coordinate team training and the maintaining of relevant sector knowledge / legislation
- To actively participate and support the Our Liverpool Team in meetings and events.
- Deliver against the Our Liverpool plan and Council Plan
- Support the workforce development of colleagues across the council related to migration issues and Local Authority of Sanctuary agenda
- To coordinate the provision of information and support, via online or in person group information sessions, to enable refugees to make informed decisions about move on accommodation
- To manage team caseloads, work plans and rotas
- To case manage more complex cases and provide specialist guidance and support to the team, using coaching and mentoring skills. Engage and contribute to professional development
- To maintain confidentiality of information at all times in accordance with information governance requirements including the principles of Freedom of Information Act and Data Protection Act
- 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 participate with colleagues in any 'out-of-hours' rota and to deal with emergency situations occurring outside normal office hours
- To provide information and support, via online or in person group information sessions, to enable refugees to make informed decisions about move on accommodation
- 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
- Manage the delivery and implementation of trauma informed services
- 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
- To work to source new properties for refugees and vulnerable migrants in the city (private rented, social and other)
- To manage relations with landlords and other external partners
- Negotiate rents and tenancy terms with landlords
- To monitor the budget and financial records in association with any usage of private sector accommodation, including administration of any claims against the deposit scheme
- Responsibility for the management of property 'portfolio' including the compilation of up-to-date data on properties being managed
- To manage move in schedules and other related practicalities
- Develop the policies and processes, manage and monitor the delivery of welfare visits, property inspections and the day-to-day liaison with residents
- To work with landlords / managing agents to ensure property standards are maintained
- 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
- Manage of any void properties and working to bring these back into use
- To ensure 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

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
- 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

- GCSE English and Mathematics A to C / 4 to 9 or equivalent qualification or experience (A)

Desirable

- Qualifications equivalent to NVQ Level 4 or equivalent experience
- Evidence of commitment to continuing professional development

Experience

Essential

- Experience of managing and developing people (A/I)
- Experience housing services and the provision of advice, prevention assessments and rehousing support (A/I)
- Experience of working with property owners/agents: negotiating tenancies, deposits, services, maintaining relationships, troubleshooting tenancy issues (A/I)
- Experience of managing and overseeing budgets and financial processes (A/I)
- Experience of managing data processing and monitoring systems (A/I)

- Experience of monitoring and managing team performance (A/I)
- Experience creating written and verbal reports (A/I)
- Knowledge of the causes and impact of homelessness in migrant populations, prevention techniques and strategies (A/I)
- Knowledge of relevant Landlord, Tenant, Immigration, Welfare Benefits and Social Care legislation (A/I)

Desirable

- An informed knowledge of the range of issues affecting new and existing refugee and migrant service users in Liverpool
- Experience of leading on multi-organisational meetings, with stakeholders with conflicting perspectives
- Experience in lettings and/or property and tenant management
- Experience of developing process and procedures
- Experience delivering training
- 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
- Participating in sustaining and supporting effective communication and consultative arrangements with refugee communities, partners and stakeholders
- Experience of the effective monitoring and evaluation of the use of resources
- Experience of case management including undertaking assessments, identifying need and developing multi-agency action / safety plans in partnership with individuals, communities and partner agencies

- 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

- Ability to analyse and report upon complex information and data (A/I)
- Up to date knowledge of housing legislation (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

- Strong negotiating skills
- Ability to handle sensitive and confidential information
- Advanced in use of Microsoft Word, Excel and PowerPoint
- Competent in report writing and presenting
- Understanding of working with vulnerable clients/service users
- Understanding of policies and legislation related to people seeking sanctuary and vulnerable migrants
- 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
- Experience of delivering services in line with strategic aims and objectives
- Ability to think creatively in finding and co-ordinating solutions to preventing homelessness

Commitment

Essential

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

Desirable

- Commitment to assisting the council to implement a range of options and initiatives to help prevent homelessness
- 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