



Role Profile

Job Title: Warm Welcome Support Officer	Role Profile Number: CEN99
Grade: M Grade	Date Prepared: September 2021
Directorate/Group: Housing	Reporting to: Warm Welcome Lead
Structure Chart attached:	No

Job Purpose

The role of the Warm Welcome Support Officer is to support and coach people arriving from Afghanistan under the Afghan Relocations and Assistance Policy to navigate through Statutory services and local voluntary and community sector provision, to ensure a warm welcome and achieve a settled and supported life.

The expected outcomes and impact to be delivered are:

- People and families who wish to settle in the UK feel supported and welcome.
- People and families have their needs met and are supported to achieve their personal aspirations in relation to their immigration status and new life in the UK.

Key Accountabilities

You will be required to (with support and training as appropriate):

- Liaise daily at the Hotels
- Offer general welfare support – acting as the first point of contact for households with questions or problems and taking action to resolve these either directly or by following up with the respective agencies involved including the Home Office
- Providing a daily summary of issues, raised and action taken in response to the Home Office
- Ensuring access and assessment to educational facilities via Children’s Services where needed
- Ensuring access to healthcare (via the NHS), including assistance with setting up NHS number via registration with their allocated General Practice Surgery
- Ensuring access to dental care locally
- Updating with latest advice relating to Covid regulations in England
- Providing assistance for registration for Universal Credit via the Department of Work and Pensions;
- Providing assistance for registration for application for a National Insurance Number via the Department of Work and Pensions
- Provisions for children’s entertainment and support at the hotel, including support for infants, crèche

facilities and support for older children

- Financial provisions
- Providing access to a bank card/cash allowance while registration for universal credit takes place
- Supporting families to access banking facilities in the UK and support to access their money
- Support with access to housing – should any families want to progress to their own independent arrangements

Supplementary Accountabilities

- Build relationships across the voluntary and community sector to enable a joined up and solution focussed service
- Attend team meetings and supervision and on-going training and development sessions, to share good practice and develop knowledge and expertise
- Keep abreast of local and national changes in services and opportunities, to ensure knowledge and practice is up to date

Knowledge & Experience

- Knowledge of community resources across health, social care, housing and the voluntary and community sector
- Knowledge of the boundaries of confidentiality and safeguarding
- Experience of using coaching and/or motivational interviewing or similar techniques
- Knowledge of trauma informed practice
- Experience of being creative and innovative to find out of the box solutions
- Experience of reflective working to improve performance
- Experience of working in a culture of honesty and transparency
- Experience of seeking support, consultation and advice from colleagues
- Experience of working collaboratively with other workers/agencies in order to coordinate a multi-agency package of support
- Confidence and experience to make appropriate autonomous decisions within the framework agreed via line management supervision
- Experience of working in or with the Voluntary and Community sector
- Experience of working on a one to one basis supporting an individual's Health and Wellbeing

Qualifications

- Educated to GCSE Maths and English/level 3 or equivalent

Decision Making

- Ability to learn, be open to change and to demonstrate a can do attitude
- Ability to work on your own initiative and also work collaboratively as part of a wider team
- Ability to fully involve service users in the development of their plans to manage their long term condition
- Ability to prioritise and manage a changing workload with support using a wide range of strategies
- Ability to facilitate appropriate interventions for a finite period of time (to suit the individual or family) and to ensure robust transition arrangements are in place to encourage confidence in the individual to

thrive

Creativity and Innovation

- Ability to be flexible and creative in order to find solutions for individuals and families that result in achieving greater and lasting resilience and independence
- Creative solutions to problem solving on an individual basis and as a team
- Creating stories and journey logs for individuals and groups

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none">• None <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none">• Working with volunteers to provide support with welfare needs including clothing, food, and welfare packs	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility</p>	<p>Yes</p> <p>Personal allowances for case load of 50 clients up to £100k pa</p> <p>None</p>
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Contacts and Relationships

- Ability to connect with people and put them at ease
- Ability to be emotionally literate and empathetic
- Excellent communication skills and an active listener
- Ability to build effective, respectful relationships with service users within a diverse community
- Good Coaching, motivational interviewing and listening skills, with empathic approach and ability to put the service user's need first
- Ability to engage with members of Primary Health Care teams and other local resources
- Will need the ability to build strong and constructive working relationships with:
 - Individuals and families
 - Variety of professionals and teams
 - Health professionals
 - Community and Voluntary organisations.
 - Colleagues

Other Key Features of the role

- Emotional Demands of the job:
 - Working with people who have experienced recent trauma
 - People struggling to cope with their situation- physically and emotionally
 - Dealing with potential safeguarding concerns

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	