



Role Profile

Job Title: Warm Welcome Officer – Ukraine and Afghan Resettlement	Role Profile Number: CEN99
Grade: M	Date Prepared: July 2023
Directorate/Group: Housing	Reporting to: Warm Welcome Lead
Structure Chart attached:	No

Job Purpose

The role of the Warm Welcome Resettlement Officer is to support and assist persons arriving under The Home Office Afghan Relocations and Assistance Policy, Afghan Citizen Resettlement Scheme, British Citizens arriving from Afghanistan, Homes for Ukraine Sponsorship Scheme and Ukraine Family Sponsorship Scheme, find, secure and maintain suitable accommodation in the UK.

The expected outcomes and impact to be delivered are:

- People and families who have arrived under the above listed schemes are assisted to find permanent, suitable and affordable accommodation
- People and families who have arrived under the above listed schemes are assisted to settle into and maintain their accommodation
- People and families have their needs met and are supported to achieve their personal aspirations in relation to integrating into their new life in the UK.

Key Accountabilities

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

- Identify level of support need and provide regular contact and support in accordance with need
- 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 regular summary of issues, raised and action taken in response to the Home Office
- Provide intense support with setting up all tenancy related requirements such as rent payments, bill payments, council tax payments and general property maintenance

- Ensure all essential furniture is procured for properties in accordance with difference Home Office Schemes
- 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 liaising with Work Coaches 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;
- Ensuring access to all entitled financial support such as Housing related benefits
- Supporting persons or families to access correct Employment Support Services or Education where relevant
- Liaise with Lettings Agents, Private Landlords, Social Housing Officers, and all other relevant Housing support colleagues

Supplementary Accountabilities

- Build relationships across Housing sectors 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 tenancy procurement and maintenance
- 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 A level/level 4 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

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

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:	