

## JOB DESCRIPTION

<b>Job Title:</b>	Migration Support Officer – 12 months FTC		
<b>Directorate:</b>	People	<b>Salary:</b>	£35,597 - £39,875 incl. of LWA & ECU
<b>Section:</b>	Early Help and Communities	<b>Grade:</b>	BG-G (SCP 25 - 30)
<b>Location:</b>	Time Square	<b>Work Style:</b>	Flexible

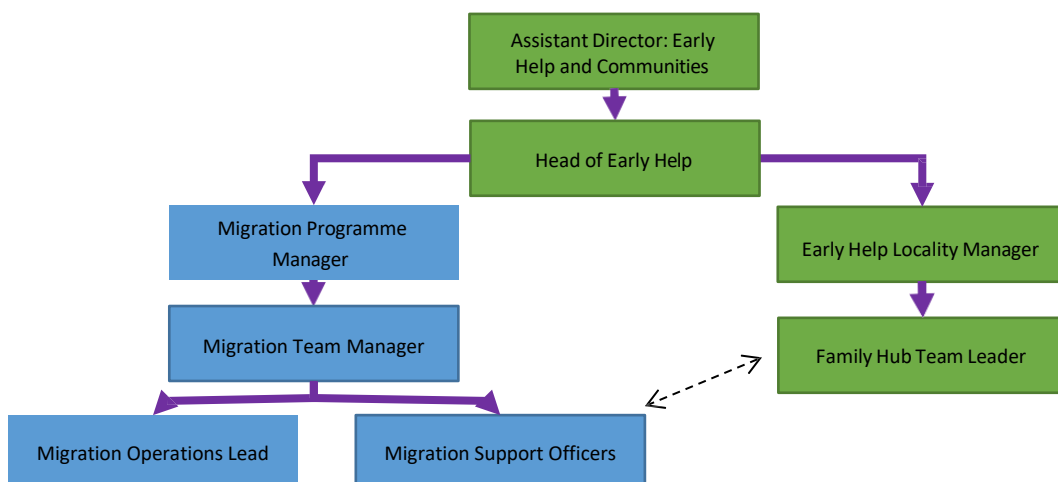
### Key Objectives of the role

To work as part of a multi-disciplinary team, both virtually and face to face, supporting families who are arriving under Government Migration Schemes. You will be responding to their immediate resettlement needs and seeking additional advice and support from professional and community networks where specialist knowledge or experience as required.

To work closely and creatively with the local communities, voluntary organisations, childcare and educational provisions (0-19 years), and partner agencies to establish and connect to appropriate services to meet the needs of those arriving under Government Migration Schemes.

To operate with a high level of care across all relevant agencies and services to ensure that childrens and adults safeguarding thresholds are adhered to, with particular regard to criminal exploitation, human trafficking and domestic servitude.

### Designation of post and position within departmental structure



## Daily and monthly responsibilities

1. To manage a caseload of families arriving under Government Migration Schemes who may have complex and unique needs and linking them to a range of universal and targeted services, taking into account their individual experience in fleeing hostilities, cultural and linguistic needs.
2. To undertake and oversee comprehensive needs/risk family assessments and develop supportive interventions that reflect the needs identified in the assessment and responding appropriately to changing needs and potentially complex situations.
3. To establish and maintain effective and collaborative working relationships with statutory and voluntary agencies, to ensure a high standard of service and safeguarding responsibilities to displaced families arriving in the borough.
4. To manage conflicting and quickly changing priorities and respond to situations as required in a professional and timely manner, keeping the adults and children at the heart of any decisions made.
5. To work within established procedures for handling and assessing information, notably confidentiality, safeguarding and health and safety. Undertaking risk assessments where appropriate and ensuring appropriate and timely support packages.
6. To ensure that this work has a focus on fostering the independence of the guests and has respect for the culture, personal history and situation of all its users.
7. To work with and supervise interpreters as appropriate.
8. To ensure all interventions and support are undertaken within national and local policies and procedures, such as the national Homes for Ukrainians Scheme and the Council's values, specifically those relating behaviors, diversity and equal opportunity.
9. To promote the long-term integration of families in the borough by providing a range of tailored services to them, and through working with other service providers to maximise the opportunities available to them.
10. To maintain accurate and comprehensive case records, deliver and review individual and family support plans in line with service standards and case recording protocols and GDPR requirements.
11. To work with other colleagues to meet the language, career and community integration needs of refugees. This could be 1:1 support or the establishment of groups and clubs.
12. To support the wider operational needs of the team such as maintaining admin tasks, communications with guests and hosts and assisting with the organisation of events and support services.
13. To work outside of core office hours as service needs require.

## Scope of role

Commitment to the Council's Equal Opportunities policy at all times.

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times.

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only

## PERSON SPECIFICATION

KEY CRITERIA	ESSENTIAL	DESIRABLE
<b>Skills and qualifications</b>	<p>Educated to at least Level 4 in one of the following, social care, education, parenting, family work or health services or equivalent experience.</p> <p>Educated to GCSE A-C level or equivalent, including literacy and numeracy.</p>	<p>Hold a relevant qualification or have direct experience of working with children, young people and families with complex needs.</p> <p>Level 1 Safeguarding Training.</p>
<b>Competence Summary</b> (Knowledge, abilities, skills, experience)	<p>Understanding of and commitment to the requirements of safeguarding children, young people, vulnerable adults and promoting their welfare.</p> <p>Knowledge of local support groups within Bracknell Forest to help with community integration and settlement support.</p> <p>Experience working directly with individuals around matters related to housing, social care, employment, and/or accessing benefits.</p> <p>Experience of working within a multi-agency environment and a good understanding of how to navigate services that contributes to building service users' independence and confidence.</p> <p>Ability to appropriately challenge where there is evidence of discriminatory practice.</p> <p>Experience of managing a diverse caseload of varying need, risk and complexity with the professional confidence to ensure that the intervention delivered addresses these components.</p> <p>Experience of working with clients to facilitate their access and engagement with mainstream statutory and voluntary sector</p>	<p>Experience of working with displaced and/or refugee communities and interpreter services.</p> <p>Experience of working within a grant funded arrangement, where designated purchases can be made.</p>

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services as an integral part of support.

Ability to be an excellent communicator using active listening skills and a range of mediums and ensuring in all communications that the voice of the service user is explicit.

Ability to be administratively self-sufficient and IT literate, including working knowledge of Microsoft package.

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**Work-related  
Personal  
Requirements**

The post holder must hold a full UK driving licence (or valid equivalent). Non-UK licences must be converted to UK licences in the first six months of employment.

Proactive and self-motivated.

A willingness to familiarise oneself with customs and cultures of families, as part of familiarisation to the role.

Able to demonstrate a tolerant, patient and solution focused approach.

Able to recognise and manage conflicting pressures.

Able to work both collaboratively and independently.

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**Other Work  
Requirements**

A satisfactory enhanced Disclosure and Barring Service check.

The ability to converse easily with members of the public and respond effectively to questions in spoken English.

To occasionally work outside of traditional hours including evenings and weekends as required by the service

This post is exempt from the Rehabilitation of Offenders Act 1974

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<p><b>Role models and demonstrates the Council's values and behaviours</b></p>	<p>Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities.</p> <p>We make our values real by demonstrating them in how we behave every day.</p>
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**All staff should hold a duty and commitment to observing the Council's Equality & Dignity at Work policy at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.**

