



Job Profile

JOB TITLE: Resettlement Welfare Support Officer

GRADE: SO1
POST NO:

JOB TIER: 5 (non-management)

DBS CHECK: Enhanced

GROUP: Resettlement

SERVICE: Homes & Communities

REPORTING STRUCTURE

Reports to: Resettlement Support Team Leader

Direct Reports: None

Indirect Reports: None

ROLE PURPOSE:

The Resettlement Support Officer will play a vital role in supporting adults, children, and families displaced from their homes for various reasons, including those arriving in Hillingdon under Government resettlement programmes. This includes tenancy management, providing a wrap-around service to ensure the successful integration and stability of individuals and families in their new homes and communities. The role ensures that:

- Comprehensive support is provided to help individuals and families settle and maintain stability in their accommodation, contributing to overall well-being.
- Clients are registered with local GP surgeries and other essential health services.
- Children are promptly enrolled in appropriate educational settings.
- Clients receive guidance and support to access employment or education opportunities, achieve financial sustainability, and manage benefit claims and budgeting.
- Issues related to rent, council tax, and utilities are addressed promptly through liaison with internal and external departments.
- Non-English-speaking adults are enrolled in ESOL (English for Speakers of Other Languages) courses.
- Families are supported in ensuring children are well-integrated into schools or colleges and receive the necessary support to succeed.
- Barriers to education for children are identified and addressed, including school admissions, interviews, translation support, and effective communication between schools and families.
- Adults and families are signposted to relevant services and opportunities, ensuring they receive the help they need when challenges arise.

A. Job Description

1. People Management

- While there are no direct supervisory responsibilities, the role may involve assisting with the induction and training of peers and new employees.

2. Resident & Community Contribution

- To demonstrate understanding of the Council's Customer Care Standards and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first.'

- Demonstrate and develop an understanding of the complex issues facing communities resettling in the context of delivering services
- To work in partnership with adults and families displaced from their home, to identify and address needs and reduce the risk of poor outcomes for adults, children, young people, and their families. To seek support with issues from colleagues and partner agencies.
- Provide a courteous and efficient "front-of-house" service, responding to enquiries via email, phone, and post in a timely manner.
- Learn from best practice and lead by example in the development of a customer focused team empowered to continually improve levels of service delivery through innovative and creative approaches to service improvement.
- Commitment to the highest level of service delivery

3. Operational Service Delivery

- Act as the first point of contact for resettlement-related inquiries, providing advice and guidance to resolve issues.
- Monitor and track client progress, addressing any concerns and ensuring timely interventions.
- Offer tailored advice on Local Authority services and maintain client contact for up to six months post-relocation.
- Collaborate with partner agencies to facilitate access to services for clients.
- To review and evaluate effectiveness of move on plan interventions with clients to ensure most effective use of resources.
- Maintain accurate electronic case records and produce reports demonstrating progress.
- Contribute to training events and ensure monitoring data is up to date
- Adhere to Council policies, procedures, and legislation related to Housing legislation and supporting adults, children and young people.
- Attend meetings within Homes & Communities directorate, with other agencies and with relevant groups outside the LA representing the resettlement move on plan.

- Conduct assessments, home visits, and liaise with schools to support effective inductions for clients.
- Empower clients to confidently engage with essential services such as healthcare, education, and job centres.
- Highlight success stories and promote positive role models.

4. Service Planning & Development

- Understand the Team Plan and your role in achieving its objectives.
- Ensure services are delivered within any set Service Level Agreements (SLAs) which cover all aspects of service delivery with performance and response levels, and escalating SLAs that are likely not to be met to the Resettlement Support Team Leader.

5. Financial & Resource Management

- Promote cost-effective practices and identify opportunities for efficiency in service delivery.

6. Continuous Improvement

- Identify and suggest improvements to current processes to enhance service delivery.
- Support the delivery of continuous monitoring of team and individual performance and own productivity against set standards and targets.
- Support the Team Leader in implementing improvement initiatives and change programs.
- Maintain high-quality outputs and resolve issues effectively in collaboration with the Team Leader.
- Sustain the understanding of operational services to ensure effective delivery of tasks.

7. Contacts

- **Internal:** Staff across social care, health, housing, and education, up to and including the Head of Housing Prevention.
- **External:** Members of the public, local authorities, schools, community groups, regional bodies, healthcare providers, police, voluntary organizations, contractors, and other public bodies.

8. Additional Responsibilities

- Undertake any other reasonable tasks to fulfil the role's purpose or as directed by management.

9. KEY PERFORMANCE INDICATORS

- Achievement of targets set in the Performance Appraisal.
- Delivery of services within agreed SLAs.
- Consistent performance against productivity and quality targets.
- Successful delivery of initiatives within the Homes & Communities Directorate.

B. Person Specification

Resettlement Support Officer

This person specification will be used for recruitment to this post. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS (list)	ESSENTIAL ✓	DESIRABLE ✓
5 GCSEs including Maths and English or NVQ level 3 in an appropriate field or equivalent from another country.	✓	
A recognised qualification in a related profession e.g.: Education, youth work, child and family development, social work; community work, housing, community support		✓
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS (describe)	ESSENTIAL ✓	DESIRABLE ✓
	✓	

<p>Full UK driving licence and use of own vehicle or willing to access Council owned pool cars.</p> <p>Fluent or proficient in at least one additional language to support families who are non-English speaking</p> <p>Prepared to work flexibly to meet the needs of the service, including with other teams within Housing services, as and when required.</p> <p>Maintain confidentiality at all times.</p>	✓	
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓
<p>Direct experience of working with individual/families resettling within a community.</p> <p>Experience of liaising with vulnerable clients, including clients where English is not their first language.</p> <p>Proven ability to manage a diverse caseload with complex needs</p> <p>Experience of responding to complex and confrontational situations in a calm and professional manner.</p> <p>Experience of working to tight deadlines to achieve SMART objectives.</p> <p>Experience of working with other departments and people to solve problems and create solutions.</p> <p>Understanding of welfare benefits, housing systems and safeguarding practices</p> <p>Delivering customer focused services which are tailored to the needs of individuals.</p> <p>Sound judgment with a positive respect for confidentiality and diversity.</p> <p>Proven ability to proactively develop effective working relationships with colleagues, partners, and other stakeholders, understanding their needs and concerns.</p> <p>Experience of dealing sensitively with members of the public in a variety of situations</p> <p>Experience of managing high volumes of work effectively and accurately, and to deal with routine matters on own initiative within deadlines.</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>

4. KNOWLEDGE & SKILLS			ESSENTIAL	DESIRABLE
To have a clear understanding of safeguarding and protecting families from risk and harm			✓	
Good self-organisational skills, able to work independently and as part of a team.			✓	
Excellent interpersonal and communication skills, with the ability to build trust and rapport with clients from diverse backgrounds			✓	
A good understanding of the challenges faced by resettling adults and families, including cultural and language barriers			✓	
An awareness of relevant legislation, including Homeless Reduction Act, immigration and asylum policies,			✓	
To have a clear understanding of the data protection regulations			✓	
Able to be persistent, creative, and tenacious in engaging with adults, children, young people and families who present challenging behaviour and may be resistant to change.			✓	
A good understanding of how to work effectively with other professionals and service providers in a multi-agency environment.			✓	
Ability to use Microsoft office packages to keep clear, written, and electronic records and provide monitoring information as required to a high standard.			✓	
Good time management skills with the ability to appropriately prioritise and plan own work.			✓	
5. COMPENCIES			ESSENTIAL	DESIRABLE
Takes responsibility and delivers results. Adapts to changing demands to ensure that objectives are met, overcoming problems, and making well considered decisions.			✓	
Team working Acts as a role model to others in the team, sharing knowledge and experience, when necessary, whilst respecting and valuing the contribution other team members' experiences can bring.			✓	
Communication Demonstrates well developed written and verbal communication skills, and the confidence to present reports and verbal accounts credibly to a variety of different audiences.			✓	

Customer Care Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.	✓	
Takes ownership of personal development Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓	