

Directorate: Strategic and Corporate Services
Unit/Section: SPRCA – Refugee Resettlement Team
Grade: KR8
Responsible to: Ukraine Refugee Advice/Support District
Co-ordinator

Purpose of the Job:

To manage a case load and provide advice and support to Ukrainian refugees being resettled in Kent and their host families, where applicable. This includes the provision of a casework service (information, advice, advocacy, and guidance) for Ukrainian refugees and involves dealing with a range of issues, including (but not limited to) welfare benefits, housing, health and wellbeing services, education, English language provision and employment.

To participate in the delivery of group briefings to refugee families and the organisation of activities where required.

The job entails working with a range of partners and stakeholders (including in the statutory and voluntary sector and key government departments) in order to ensure the relevant services and support are available, and if not, that bespoke solutions can be found.

Main duties and responsibilities:

1. Manage a caseload assessing on going need and provide information, advice, advocacy, and guidance that will assist individuals and families to access the services and support that they require. Be able to travel countywide to support individuals and families where necessary.
2. Create and deliver briefings (including via group sessions), where appropriate working in conjunction with partners to enable newly arriving families to become familiar with their local area, UK laws and cultural norms and expectations.
3. Liaise and work with partners to ensure key services and support are available, helping to develop bespoke solutions where necessary. This will involve research into and development of options for meetings various needs and the ability to work within the relevant legal frameworks.
4. Liaise with the relevant KCC departments, district housing authorities, Home Office, NHS, Police, Southeast Strategic Partnership for Migration, DLUHC and other Government departments in order both to keep up to date with relevant policies and procedures and to update these partners on developments as required.

5. Support resettlement into long-term accommodation, arranging all aspects of the preparation of the property, including furnishings, utilities, and liaising with landlords and other key agencies in order to prepare and maintain the tenancy and ensure the tenants are fully briefed in order to comply with their rights and responsibilities.
6. Coordinate appropriate additional support from charities and volunteers in order to ensure that there is a targeted approach to the provision of services.
7. Provide advice and support that is fully understood (using interpreters where needed), culturally sensitive, empathetic, and complies with the need for confidentiality, data protection and the maintenance of personal boundaries.
8. Ensure accurate and up to date records on all individuals and issues worked on and actions taken are recorded and maintained. Produce reports on this work as required.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

Kent County Council

Person Specification: *Ukraine Refugee Advice/Support Worker*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	Level 4/5 or equivalent.
EXPERIENCE	<p>The required experience can either be in a paid or voluntary capacity.</p> <ul style="list-style-type: none">• Working with refugees or other vulnerable groups.• Solving complex problems faced by families and individuals, building on their strengths and capabilities.• Providing advice, information, and guidance on a range of issues, for example benefits, housing, health services, education, and employment.• Working with a variety of people from diverse cultures and backgrounds and dealing with a range of organisations in the statutory and voluntary sector.• Experience of using Microsoft teams, excel and other programs proficiently
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Effective communication skills (both written and verbal) and proficient in the main IT systems.• Effective negotiating skills with a wide range of individuals and partners.• Assessment skills.• The ability to empathise with the experiences of people fleeing difficult and traumatic situations and develop appropriate solutions to meet their needs.• Well organised, flexible and the ability to work under pressure and on own initiative.
KNOWLEDGE	<ul style="list-style-type: none">• An understanding of safeguarding issues and the system for dealing with these in Kent County Council.• Good understanding of the systems of support for families and individuals on low incomes and/or vulnerable due to their refugee experience, health, and

	<p>disability issues. This should include:</p> <ul style="list-style-type: none"> • The UK benefits system, especially Universal Credit, other means-tested support and non-means-tested benefits such as PIP and DLA. • The support available via the NHS, adult social care, children’s services, and mental health services. • Basic knowledge of the schemes for assisting refugees fleeing the conflict in Ukraine. • An understanding of the UK education system and the fundamental issues regarding employment for refugees (e.g., impact on benefits). • A good awareness of the issues and challenges faced by people relocating to the UK, particularly under traumatic circumstances. • Ideally, good knowledge of districts they may be required to work in.
<p>KENT VALUES AND CULTURAL ATTRIBUTES</p>	<p>Kent Values:</p> <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding, and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding, and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families, and communities at the heart of decision making</p> <p>(If this document is being used for recruitment purposes, examples of Behaviours which support the Kent Values will need to be demonstrated within the context of this post)</p>