

Kent County Council

Job Description: *Refugee Resettlement Housing Coordinator*

Directorate:	Chief Executives Department
Unit/Section:	Refugee Resettlement Programme
Grade:	KR10
Responsible to:	Programme Manager

Purpose of the Job:

Suitable housing is key to successful refugee resettlement and is one of the main challenges that Kent County Council face when implementing the schemes. The Refugee Resettlement Housing Coordinator will ensure that newly arriving refugee families have access to safe and affordable housing. We are looking for someone who has knowledge and insight around all aspects of the housing sector and is able to identify, assess and appraise new housing opportunities for refugee resettlement. This will involve very working closely with local housing authorities, housing providers, charitable trusts and a variety of other external agencies to develop a pipeline of housing for resettling refugees.

Main duties and responsibilities:

Responsibilities include, but are not limited to, the following:

- Working closely with the District Housing Authorities to develop and implement a strategy to expand housing options and the pool of landlord contacts for refugee resettlement in Kent (that minimizes the impact on other local housing demands).
- To negotiate and work collaboratively with landlords and housing providers to secure quality, affordable and long-term housing solutions.
- To work sensitively in a complex and unpredictable housing environment to secure new pathways for housing refugee families that minimises the impact on other local housing demands. Use specialist knowledge to create innovative solutions where necessary.
- Build a strong network of housing partners, foster relationships on behalf of the Resettlement Team and serve as the principal point of contact for all matters pertaining to refugee resettlement housing.
- Make sensitive decisions, including assessment of complex families and individuals' housing needs, to ensure that accommodation is suitable and appropriate and agreed with local district housing teams and other delivery partners.
- Maintain a tracker of housing leads that will lead / have led to successful housing solutions.
- Maintain data on properties used for refugee resettlement in Kent.

- Exercise responsibility and control over relevant budget(s) such as void payments, landlord incentives and property adaptations.
- Negotiate void and incentive payments, keeping clear records of all payments agreed.
- Support the refugee resettlement team with knowledge on relevant housing policy and legislation.
- Share information and expertise with refugee resettlement case working teams on supporting families to sustain their tenancies.
- Mediate between landlords, housing providers, LAs and families to offer remedial action and assistance to prevent evictions.
- Investigate complaints concerning housing conditions and liaise with landlords, LAs and families to support actions to improve conditions.
- To produce briefings and information on housing issues that affect refugees for a range of internal and external stakeholders.
- Represent the resettlement team at local and county meetings with housing providers, including other organisations as directed.
- Support Local Authority Housing Teams (as required) to assess properties using the Housing Health and Safety Rating System (HHSRS).
- Contribute to Programme monitoring, identify scope for improvement and highlighting issues or constraints, including any changes which will impact the Programme, to ensure that the program delivers results within the specified budget, timescale and to specified requirements.
- Ensure policies, procedures, guidance and other documentation is up to date to meet legal requirements and is also in line with KCC policy and district housing authorities' pressures.
- To assist, as required, with other business activities carried out within the Refugee Resettlement Team.

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

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Person Specification: *Refugee Resettlement Housing Coordinator*

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	• Educated to degree level or equivalent. • Hold a professional qualification in housing
EXPERIENCE	• Previous experience of working in a housing related role e.g. working in a Local Authority or Housing Association or related area. • Experience of working with a wide range of housing stakeholders. • Experience of proactive partnership working with a diverse range of organisations • Experience of effective planning and management of budgets. • Experience of working with vulnerable/marginalised individuals/groups desirable • Experience of using the Housing Health and Safety Rating System (HHSRS)
SKILLS AND ABILITIES	• Ability to understand the housing challenges and barriers facing those who resettle within the county. • Ability to cultivate and work in partnership with local housing authorities, housing providers, colleagues and a variety of other external agencies. • Be able to provide forward thinking strategies that consider a variety of possible solutions. • Highly developed influencing, negotiating and persuasive skills. • Highly developed written and verbal communication skills; able to produce reports and for senior management • Strong self-starter and initiative • The ability to travel across the county in a timely and flexible manner at various times of the day is essential. • ICT literate with accurate record keeping skills
KNOWLEDGE	• Significant knowledge of the housing landscape, in particular the private and social housing sector • Excellent knowledge of housing legislation, policy and guidance • Knowledge of the current minimum housing standards including the HHSRS • Excellent knowledge of the Universal Credit/Housing Benefit process • Awareness of Data Protection, GDPR and confidentiality issues

KENT VALUES AND CULTURAL ATTRIBUTES	Kent Values: • 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 Our values enable us to build a culture that is: Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile Curious - constantly learning and evolving Compassionate and Inclusive - compassionate, understanding and respectful to all Working Together - building and delivering for the best interests of Kent Empowering - Our people take accountability for their decisions and actions Externally Focused - Residents, families and communities at the heart of decision making
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