

Kent County Council

Job Description *Ukraine Refugee Resettlement Advice and Support Worker*

Directorate	Chief Executive's Department
Unit/Section	SPRCA (Strategy, Policy, Relationships and Corporate Assurance) – Ukraine Response Team
Grade	KR8
Responsible to	Ukraine Refugee Resettlement Area Coordinator

Purpose of the Job:

To hold a case load and provide advice to Ukrainian refugees being resettled in Kent and their host families, where applicable. This includes information, advice, advocacy, and guidance where necessary for Ukrainian refugees and involves dealing with a range of issues, including 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) to ensure the relevant services are available, and if not, signpost and promote independence for the Ukrainian refugees to use the resources they have available to them. Whilst ensuring the expectations of what is available to them is made clear and the process of how things work is fully explained.

Main Duties and Responsibilities

1. Manage a caseload assessing ongoing 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. Liaise and work with partners to ensure key services and support are available, signposting and helping to develop bespoke solutions where necessary. This will involve working collaboratively with partners to consider options for meeting various needs whilst working within the relevant legal frameworks.
3. Liaise with the relevant KCC (Kent County Council) departments, district housing authorities, local NHS (National Health Service), local Police, and other local services in order both to keep up to date with relevant policies and procedures and to update these partners on developments as required.
4. Advise and signpost regarding resettlement options for long term accommodation and work with Local Authority housing departments to ensure the prevention of homelessness and or prevent the need for temporary accommodation. Working with housing to secure deposits and rent for private rented accommodation and apply for necessary move on funding for items needed for new accommodation.
5. Coordinate appropriate additional support from charities and volunteers to ensure that there is a targeted approach to the provision of services.

6. Provide advice 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.
9.Alerting any safeguarding issues as soon as possible and raising the concern with the designated safeguarding lead.
10. Carrying out in person visits whilst adhering to lone working policy.

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 : *Ukraine Refugee Resettlement Advice and 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

Qualifications	<ul style="list-style-type: none">• First level of professional qualification or high level of operational experience.
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 disability issues. This should include:• 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.

	<ul style="list-style-type: none"> • Basic knowledge of the schemes for assisting refugees fleeing the conflict in Ukraine. • An understanding of the UK education system and the key 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 the district they wish to work in.
Kent Values and Cultural Attributes	<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>