

## Kent County Council

### Job Description: Refugee Resettlement Project Officer

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<b>Directorate:</b>	<b>Strategic &amp; Corporate Services</b>
<b>Unit/Section:</b>	<b>Strategy, Policy, Relationships and Corporate Assurance</b>
<b>Grade:</b>	<b>KR9</b>
<b>Responsible to:</b>	<b>Refugee Resettlement Programme Manager or Business Support Manager</b>

#### **Purpose of the Job:**

To support (and lead on aspects where required) the coordination, management and operation of the various refugee resettlement schemes managed by Kent County Council, in particular the mainly Syrian Vulnerable Persons Relocation Scheme (VPRS), the UK Resettlement Scheme (UKRS), Afghan Relocation and Assistance Policy (ARAP), the Afghan Citizens Resettlement Scheme (ACRS) and similar schemes in the future. Where required, this will also involve working with individual families or groups of families.

To assist, as required, with other business activities carried out within the Strategy, Policy, Relationships and Corporate Assurance team.

#### **Main duties and responsibilities:**

(the precise mix will vary depending on business needs):

##### **Afghan Bridging Hotels (for ARAP and ACRS)**

- To coordinate (and where appropriate directly provide) the support given to Afghans living temporarily in the Kent bridging hotels. This will involve assessing needs, ensuring key services are being accessed and that families are being prepared to live independently in the UK. Where required, this will involve developing policies and procedures.
- To actively work with the Afghan families in the hotels to help them identify suitable private sector move-on accommodation and to help them understand the costs and responsibilities involved in taking on a tenancy.
- To liaise with key partners, including district councils, the Home Office, Department for Levelling up, Housing and Communities, key KCC services, Health, DWP, voluntary sector etc.
- To collate information and prepare reports, as required, on the operation of the bridging hotel support.

##### **Resettlement of families into their own homes (currently mainly under UKRS, ARAP, and ACRS)**

- To coordinate the process whereby properties, once offered to the district housing authorities in Kent, are approved by the relevant partners and providers, submitted to the Government resettlement team and matched to a suitable family. This involves regular liaison with support providers, districts, health, education, social care and other partners as needed.
- To coordinate the pre-arrival process for families arriving under the various resettlement

schemes, working with a range of internal and external partners.

- To be responsible for the regular collation of the key indicators relating to the individual refugees (or other migrants) and submitting these to the Government Resettlement Team or other body, as required.
- To assist with the monitoring of the support provided to the families.
- Where required, to oversee/directly provide support to individual resettled families, especially complex cases/cases where complaints are involved.

## **General**

- To manage the processing of invoices relating to the scheme (through the i-Proc system) and to liaise with creditors and debtors as required. This may include the ability to agree expenditure up to certain defined limits.
- To assist, as required, with the monitoring of the programme's budget, contributing to the forecasting process and escalating any concerns to the Programme Manager's attention.
- To plan, organise and coordinate internal and external meetings, preparing agendas, taking notes and recording actions and decisions. To proactively distribute meeting outputs and chase for responses, as required.
- To assist with the development, management and dissemination of all the necessary policies, procedures and services relating to the various resettlement schemes in Kent, in accordance with national guidelines, legislation and KCC corporate standards.
- To assist with the analysis of needs of the various schemes going forward, informed by the regular monitoring, regular review meetings with the providers and face to face family visits.
- To prepare resources and briefings (both on paper and face to face) for the families, support providers and other partners as required. In addition, to deliver presentations and facilitate workshops to a variety of audiences, both internal and external, as required.
- To assist with the provision of regular updates for Kent Leaders, Joint Chiefs, CMT, the Leader, the lead Corporate Director, lead Cabinet Member, senior management and Members.
- To assist with the monitoring, review and quality control of activities under the programme.

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: Refugee Resettlement Project Officer

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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.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	Educated to at least Level 4 with a commitment to further professional development in a relevant field, if required.
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Experience of working within a relevant setting (e.g. local authority, government, charity or other), dealing with a range of organisations and working on projects or developing and implementing policies and procedures.</li> <li>• Experience of working within services supporting (or relevant to) refugees or other vulnerable groups.</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>• Willingness to maintain continuous professional development as required.</li> <li>• Very good oral and written communication and presentation skills.</li> <li>• Good computer skills (word, excel, powerpoint etc). Ability to work with a range of IT systems where applicable.</li> <li>• Good numeracy and analytical skills.</li> <li>• Ability to work within a multi-agency environment.</li> <li>• The ability to deal effectively and sensitively with the range of issues affecting refugee families and with relevant internal and external partners.</li> <li>• Initiative and problem-solving skills, combined with the ability to multi-task, prioritise duties and manage time effectively.</li> <li>• Ability to ensure the adoption of new and improved work practices as required.</li> <li>• Ability to manage time effectively and prioritise own workload.</li> <li>• Commitment to equalities and promotion of diversity in all aspect of working</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Knowledge of the current Government refugee resettlement schemes (in particular the UK Resettlement Scheme and the various schemes for resettling Afghans (including the ARAP and ACRS schemes).</li> <li>• Knowledge of the relevant services and systems of support that refugee families will need to access.</li> <li>• Knowledge of the main issues that will affect newly arriving refugee families.</li> </ul>

	<ul style="list-style-type: none"> <li>• Awareness of Data Protection, Freedom of Information, transparency and confidentiality issues.</li> </ul>
<b>BEHAVIOURS AND KENT VALUES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• <b>We are brave. We do the right thing, we accept and offer challenge</b></li> <li>• <b>We are curious to innovate and improve</b></li> <li>• <b>We are compassionate, understanding and respectful to all</b></li> <li>• <b>We are strong together by sharing knowledge</b></li> <li>• <b>We are all responsible for the difference we make</b></li> </ul>