

Role Title	Resettlement Support Officer
Job Family	Adult Early Help and Prevention
Competency Level	Principal Officer
Pay Range / Scale	PO2
Purpose Since 2017 Waltham Forest has pledged to support the Governments Refugee Resettlement Scheme, to accommodate and support families fleeing from worn torn countries. Resettlement Programme support Refugees from Syria, Afghanistan, and Ukraine. We are seeking an experienced Resettlement Support Officer to manage a caseload of families and individuals, providing tailored support to refugees in the years following their arrival. During this phase, support will be <i>reduced-intensity</i>, with a focus on empowering households who are progressing toward independence. The main duties of this role include providing practical support to refugees—some of whom may have complex needs—resettling within the London Borough of Waltham Forest. This includes assistance with housing, finances, physical and mental health, life skills, accessing ESOL, and employment, while continually promoting independent living. The postholder will ensure continuity and consistency in the delivery of structured support, including the Family Integration Journey, Outcomes Planning, and regular reviews, delivered through home visits and community-based support.	
Generic Accountabilities	End Results/ Outcomes
Provide advice and make recommendations based on up to date knowledge and analysis / evaluation of information. Manage escalated or complex customer issues within the relevant area.	Expert advice, information, interpretation and support are provided on the full range of technical / professional issues within the area of responsibility. Issues are managed through to a satisfactory conclusion. Risk to the Council is minimised.
Contribute to the development of service plans to meet strategic business goals.	Strategic and operational input is provided to wider business planning and development. Customer needs are identified. Services meet legislative and policy requirements.
Research developments in relevant area. Collate process and analyse information / data. Translate outputs into advisory reports / documents / actions as appropriate.	Relevant information / data are managed efficiently and accurately. Accurate and relevant information / reports / documentation are produced.

	Trends and issues are identified and prioritised. Statutory and procedural obligations are fulfilled. Management decision making is supported.
Lead on the development, implementation, maintenance and management of systems, policies, procedures and / or standards within area of responsibility.	Changes to systems, policies and / or procedures are identified and recommended. All updates, amendments, developments are tested and approved prior to delivery. Customers receive prompt, accurate policy / procedural updates. Service standards are improved.
Work closely with others to support/Manage the development and delivery of improvements in processes and procedures.	Identifies gaps in service provision/highlight policy issues and makes recommendations to resolve the issues. Agreed improvements are developed, delivered and evaluated. Issues and recommendations are brought to the attention of senior managers. Benchmark against best practice authorities and center of excellence.
Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility.	Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales. Evidence based recommendations are made.
Manage a portfolio of Projects and Reviews. Lead on specific projects as required.	Projects are delivered to agreed specification, timescales and budgets. Change initiatives are successfully integrated and implemented across all impacted service areas. Value for money is achieved. Ongoing savings secured.
Co-operate with and support colleagues.	Colleagues are supported. Required information is provided.
Act in accordance with all policies and procedures which	All policies and procedures are complied with.

apply to the job and understand the reasons for this.	
Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.
Job Specific Accountabilities:	
To Liaise with Family Support Worker and the Resettlement Case Manager	To accept allocations of relevant families and provide practical, personal -centred support to refugees assisting with issues related to • Finances and budgeting including benefits. • Physical and mental health • Housing and tenancy sustainment • Life skills and independence • Personal safety • Family and parenting • Accessing ESOL • Employment and skills development
To develop and maintain effective, non-judgemental relationships with parents. To empower resettled individuals and families to make the most of educational, physical and mental health, and other life opportunities available to them. To support and encourage children to make progress in their learning and overall achievement.	The resettlement support officer maintains effective relationship with parents, so they feel respected, understood, and confident engaging with services. Empowering Families to build greater independence, confidence, and self-advocacy skills. Reduced long-term reliance on support services due to increased self-sufficiency. Support the families to Increased access to education, training, health services, and community activities. . Children are better equipped and settled for future learning and long-term achievement
To use our Integration Journey Tool to gather information that supports families in their journey toward independence To work with the resettled individuals and families to develop action plans and	To ensure that resettled individuals and families are empowered to progress toward independence by using the Integration Journey Tool to gather meaningful information and by co-creating personalised action plans and goals that effectively support their integration journey.

personalised goals that effectively support individuals and families in their integration journey Provide one-to-one support to individuals to develop action plans that strengthen their employment readiness and expand their employment opportunities.	to review the individuals and family's integration goals and the progress they have made, ensuring that agreed actions and next steps are clearly documented. Where appropriate, seek support from colleagues within the service to strengthen the effectiveness of the approach. Individuals receive targeted support to build employment-focused action plans that improve their readiness, confidence, and access to employment opportunities.
Undertake home visits to families to support access to early interventions.	Home visits are undertaken in full accordance with safeguarding practice.
Safeguard the welfare of children, young people, and vulnerable adults you work with directly and those who you encounter.	To escalate cases appropriately to the relevant officer or team where there are concerns or identified risks to children, young people, or vulnerable adults, in line with national safeguarding guidance and local safeguarding policies. To ensure children, young people and vulnerable adults are safeguarded, with their welfare promoted through prevention, early identification of need, and timely intervention.
To support individuals and families to build and use personal and community networks to develop practical solutions that help them achieve their goals and meet their needs	Individuals and families become more confident and connected, able to draw on community networks to find practical solutions and progress toward their personal goals.
Liaise and consult with a wide range of colleagues— including Early Help services, Adult Social Care (including Mental Health and Housing teams), education support services, the Home Office, and voluntary and community sector organisations— to ensure coordinated, effective and timely multi-agency support for resettled families.	The Resettlement Support Officer contributes to improved safeguarding, stability, wellbeing and long-term independence for resettled families by ensuring that all partners work together efficiently and that support is aligned, consistent and outcomes-focused.
Nature of Contacts	

Typically involves Families, Children, Young People, School, Heads of Service, and Senior Managers across the authority, and external agencies and organisations providing a range of services for children and families.

Develop sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances. Deal with people at all levels confidently, sensitively and diplomatically.

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Procedural Context

Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements. Works within laid down procedures but needs to deal with day-to-day problems without always referring to others.

Decisions will be made based on Council procedures.

Occasionally the post will be expected to work from other locations

Key Facts and Figures

- Enhanced DBS
- Office based
- Home visits (National guidance pending)
- Working in various council locations across the borough (libraries, family hubs etc)

Resourcing

Budget Responsibilities: **None**

Supervisory Responsibilities: **None**

Knowledge, Skills and Experience

Experience

- Experience working with refugees and other vulnerable individuals, supporting adults and families from diverse cultural backgrounds with a range of abilities, strengths and needs.
- Practical experience providing advocacy support.
- Experience helping individuals and families settle into the community, develop independence and plan for the future.
- Experience working within community settings and engaging with a wide range of community groups and organisations.
- Experience delivering family outreach support, including home visits.
- Experience using evidence-based and structured approaches to recording practice.
- Experience applying reflective practice techniques to evaluate and improve the quality of own work.
- Experience of partnership working with statutory, voluntary and community sector organisations.

Knowledge

- Knowledge of the Government's Refugee Resettlement Schemes and relevant policies.

- Understanding of families from a range of cultures and communities, including awareness of cultural norms, challenges and strengths.
- Awareness of local voluntary, community and statutory (VCS) services and how to access or signpost to them.
- Working knowledge of IT systems, with the ability to use word processing, email and the internet to prepare plans, reports and case notes.

Skills & Abilities

- Ability to listen and empathise with resettled individuals, offering person-centred and non-judgemental support.
- Strong verbal and written communication skills, with the ability to engage effectively with families, carers, community groups, partner agencies and stakeholders.
- Ability to identify, assess and manage risk when supporting individuals and families.
- Ability to provide accurate and accessible information about benefits and tax credits, both verbally and in writing, to staff, partners and the public.
- Ability to set goals, manage own workload, handle competing priorities, and use initiative and sound judgement.
- Skills and experience in influencing, supporting and managing change at individual, family, community and wider systems levels.
- Ability to record and present complex information clearly and concisely in verbal and written formats.
- Ability to identify and respond to safeguarding concerns while maintaining effective longer-term support.
- Excellent interpersonal skills, including the ability to negotiate, persuade and build strong working relationships at all levels.
- Proven ability to use initiative and judgement to identify issues and resolve problems.

Indicative Qualifications

Degree or equivalent or vocational qualification in relevant subject or area

Evidence of Continuous Professional Development

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.