**Lancashire County Council**

**Bilingual Refugee Resettlement Support Officer**

**Role Profile and Person Specification**

**Role Profile**

Purpose

To provide support, advice, information, signposting and guidance to refugees resettled in Lancashire under the Vulnerable Persons Resettlement Scheme and the Vulnerable Children Resettlement Scheme, and to provide interpreting and translation between those refugees and various UK agencies and organisations.

Scope of Work

Role holders will undertake casework support, which is defined as dedicated source of support and advice for refugee families resettled in Lancashire. The aim of casework support is to help resettled refugees to integrate in the UK and guide them in their journey to independence and self-sufficiency.

Casework support will be provided by the role holders in a number of ways, including home visits, office appointments, drop ins, surgeries, workshops, group activities, telephone calls, text messaging, video calls and social media. They will deal with a wide variety of issues, from welfare benefits and accessing public services, through budgeting and financial services, to local community integration.

Role holders will be bilingual in English and Arabic and will undertake the support in the language most suitable for the resettled refugees with whom they will be working. The role holders will also be qualified, experienced interpreters, and will use those skills to provide interpreting between resettled refugees and various agencies and organisations that do not provide interpreting services, and where otherwise required.

The work of the role holders will be managed by the Coordinator of the Lancashire Refugee Resettlement Programme, and they will be part of the Refugee Integration Team at Lancashire County Council, working across Lancashire's resettlement areas as required. They may also be asked to provide interpreting services for other County Council staff.

Role holders will be expected to plan their work effectively and use a range of administrative tools and systems to structure their work with the resettled refugees, to ensure that resettled refugees are settling in and integrating successfully in their new communities. The role holder may also have to respond independently to unexpected problems or situations.

Accountabilities/Responsibilities

* Design effective support plans and systems for refugees resettled in Lancashire, including area resettlement plans and personal integration plans;
* Assist with the furnishing of properties before refugees' arrival in the UK;
* Meet and greet refugees at the airport and accompany them to their properties, including arranging transportation, property induction and other relevant services;
* Plan and deliver a programme of intensive orientation for refugees in the first few days after the arrival in the UK, including supporting them to register with, or apply for, GPs, schools, dentists, welfare benefits, etc.;
* Assist refugees with the purchase of relevant items in the first few days and weeks after arrival, such as school uniforms;
* Help resettled refugees to get to know their neighbourhoods, towns and cities, and familiarise them with local shops, services, and public transport links;
* Carry out initial assessments to identify specific support needs in order to assist individuals and the family group to adapt to life in the UK;
* Liaise with a range of internal and external stakeholders in order to identify, develop, agree and review a range of services that will support the successful resettlement of refugees, including opportunities for volunteering and participating otherwise in the local community;
* Co-ordinate a range of services for resettled refugees, including workshops, presentations and other group activities, in order to provide access to relevant information, knowledge, skills and support networks that will assist individuals and families to access various services and to settle into life in the UK, including topics such as housing, welfare, community safety, health and wellbeing, and employment;
* Help resettled refugees with budgeting issues and with understanding and managing their finances;
* Provide weekly home visits and assist refugees with understanding letters that they receive, address housing and other issues, and deal with a range of day to day issues raised by service users;
* Plan and manage drop ins and outreach surgeries for resettled refugees;
* Provide assistance with booking appointments, services, and travel if required;
* Carry out regular reviews of the support plans ensuring achievements and adjustments are recorded and actioned, and that the personal integration and other support plans are used effectively to measure integration and guide the casework support process;
* Provide accurate and effective advice and information to address integration needs and specific issues;
* Signpost resettled refugees to relevant agencies and services;
* Identify and deal with safeguarding issues in timely manner through referrals and signposting to relevant agencies;
* Provide linguistic and cultural orientation to resettled refugees, contributing to their increased understanding about life in the UK, British values and British society;
* Contribute to the maintenance of management information systems ensuring case notes and other information are recorded accurately and in a timely manner in accordance with relevant Data Protection legislation and protocols;
* Liaise with other Resettlement Programme staff and help deliver and range of specialist resettlement services;
* Support resettled refugees to achieve independence and self-sufficiency through active guidance, confidence-building, etc.;
* Prepare regular reports to assist in the monitoring and review of the service, identifying issues arising and escalating these to the Programme Coordinator where relevant;
* Provide face to face (consecutive) interpreting, sight translations, telephone interpreting and video interpreting as required;
* Undertake document translations and ensure that documents are translated accurately;
* Assist the Programme Coordinator and other Resettlement Programme staff in planning and delivering training and awareness raising sessions;
* Participate and represent the County Council in meetings and multi-agency forums;
* Adhere to all Council and Resettlement Programme procedure/guidelines and statutory regulations;
* Compliance with relevant codes of ethics and professional conduct;
* Provide advice and guidance on relevant issues, policies and procedures related to their work when required;
* Perform any other duties as required.

Key Skills, Knowledge and Experience

* Bilingual in English and Arabic;
* Relevant interpreting and/or translation qualification;
* Experience of working as an interpreter/translator;
* Previous relevant experience of supporting refugees and/or asylum seekers;
* Experience of working in, and/or knowledge of, refugee resettlement programmes;
* Broad understanding of refugee issues;
* Broad knowledge of public services, welfare benefits, and housing issues in the UK;
* Awareness of relevant safeguarding and wellbeing issues, including domestic abuse; extremism, and mental health issues;
* Possession of, or the ability to demonstrate the capability to gain, relevant qualifications, licences or equivalent where applicable;
* Enhanced skills appropriate to the job discipline;
* Excellent communication and team working skills;
* Excellent intercultural communication skills;
* Commitment to equality and diversity.

Performance Indicators

Completion of tasks to required standards and deadlines.

**Person Specification**

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| Requirements | Essential (E) or Desirable (D) | Identified by Application Form (A) or Interview (I) |
| **Qualifications** |  |  |
| Relevant Higher Education or vocational degree, e.g. health and social care, community development, youth and community work. | D | A/I |
| Level 4 Certificate in Community Interpreting or equivalent or proven experience in interpreting  | E | A/I |
| Level 6 Diploma in Public Service Interpreting or MA in Interpreting and Translation or equivalent | D | A/I |
| **Experience** |  |  |
| Experience of working in a customer service, social care, family or community support or similar positions | E | A/I |
| Experience of providing support, information and guidance to vulnerable people | D | A/I |
| Experience of working as an interpreter | E | A/I |
| Experience of working with asylum seekers and/or refugees | E | A/I |
| Experience of working in refugee resettlement schemes | D | A/I |
| Experience of working in multi-agency settings and/or of liasing with external organisations | D | A/I |
| **Knowledge and Skills** |  |  |
| Good understanding of public services in the UK | E | A/I |
| Good understanding of the UK welfare system | D | A/I |
| Good understanding of housing and tenancy issues | D | A/I |
| Ability to identify, assess, and analyse individual and household needs | E | A/I |
| Knowledge of relevant safeguarding and wellbeing issues, including domestic abuse, hate crime and mental health issues | E | A/I |
| Knowledge of, and ability to communicate in, Levantine Arabic  | E | A/I |
| Good understanding of Syrian dialects | D | A/I |
| Good understanding of Syrian culture and society | D | A/I |
| Good understanding of refugee issues | E | A/I |
| Good understanding of various refugee groups  | D | A/I |
| Good ICT skills and ability to work with computers | E | A/I |
| Good research and information management skills | E | A/I |
| Ability to work as member of a team | E | A/I |
| Good communication and interpersonal skills | E | A/I |
| Ability to work without close supervision | E | A/I |
| Ability to work under pressure and to deadlines | E | A/I |
| **Other** |  |  |
| Commitment to equality and diversity | E | A/I |
| Commitment to health and safety | E | A/I |
| Display the LCC values and behaviours at all times and actively promote them in others | E | A/I |
| Ability and willingness to travel and work across Lancashire | E | A/I |