



Post: Resettling Communities Officer

Department: Support and Integration Team

Reports to: Resettling Communities Project Lead

Location: ACH Bristol, 2nd Floor, Eden House, Eastgate Office Park, Bristol, BS5 6XX

Working Hours: 22.5 hours a week,

Working days: Tuesday to Thursday 9:00 – 5:00, with occasional short weekend shifts (Time Off In Lieu offered)

Salary: £25, 749 - £27 000 (FTE), depending on experience

Actual salary: £15 450 -£16 200 (22.5 hours a week)

Contract: Fixed Term

Contract end date: 5-month contract with the likely possibility of renewal

About ACH:

Our vision is to empower refugees and migrants who reside in the UK to lead self-sufficient and ambitious lives.

ACH is a social enterprise comprised of a diverse group of strategists and researchers led by lived experience. We provide tailored integration services that not only help individuals, but also disrupt the systems that have entrenched inequalities in our society.

We have a track record of delivering effective support services that give refugees and migrants the tools they need to succeed. In 2021 alone, we have helped 1000+ people to achieve their personal goals and lead fulfilling lives in their new country.

By working with us at ACH, you will be supporting refugees and migrants to build a better, brighter future.

Purpose of job

An opportunity has arisen to work within the Resettling Communities Team supporting Refugees and Migrants in the South Gloucestershire area. The Resettling Communities Team is a dynamic part of the ACH Support Team; the ideal candidate will be responsible for providing excellent standards of support, as well as quality information advice and guidance, to enable the resettlement and successful integration of refugees and migrants. Resettling Communities Officers work with a variety of cohorts, supporting Ukrainian refugees arriving in the UK as part of the Homes for Ukraine scheme, refugees, and British Nationals Overseas visa holders. Delivering information and advice services from community Hubs, attending community meetings, running social activities and workshops to engage the refugee community of South Gloucestershire. ACH is looking for a motivated and enthusiastic person to join our team. This

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role requires resilience, creativity, and a willingness to work flexibly to meet the needs of both the organisation and our service-users.

*Please note because this role requires travel across South Gloucestershire a full driving licence and access to car is essential

Key Responsibilities

Support:

- Completing an initial needs and risk assessment for each person referred to service.
- Providing person-centred and trauma informed support to service users.
- Developing a personalised plan of support for each person and ensuring that the plan of support is reviewed regularly.
- Giving information, advice and guidance on a range of issues including housing, finance, education, employment, health and immigration, as required.
- Supporting people with budgeting / registering with care providers / creating social networks / advocacy/ volunteering / training / employment opportunities etc.
- Signposting to other relevant external agencies and referral partners as appropriate.
- Developing links with external organisations or agencies to promote the needs of refugees and create opportunities for partnership working.
- Effectively managing a designated caseload, as well as keeping accurate records and maintaining case files to a high standard.
- Delivering advice services at Community Hubs
- Running social activities and workshops in the community.
- Fully participating in team meeting, staff meetings, training sessions, supervision and any other relevant forum or communication processes.
- Completing forms for employment, welfare benefits etc.
- Any other tasks commensurate with the role.

Person Specification:

ESSENTIAL	DESIRABLE
Full driving licence and access to a car	Knowledge of a community language(s) and/or lived experience of being a refugee
A commitment and desire to support refugees with their integration in the UK	Understanding of the welfare benefits system
Experience of providing advice and guidance, advocacy and culturally sensitive support	Experience of supporting people using assessment and support planning tools
Ability to effectively assess, manage and continuously review needs and risks	Experience of supporting people to understand their tenancy rights and responsibilities, including housing management issues

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Ability to maintain accurate records and manage a caseload	Experience of utilising policies and procedures to ensure best practice principles are followed
Strong organisational and planning skills	Knowledge of legislation relating to immigration
Ability to manage own time, whilst also working within a team	Ability to support people to manage budgets and debts
Understanding the importance of safeguarding, in relation to working with vulnerable adults	Experience of creating support plans, completing needs assessments
Confident Microsoft skills - Outlook, Excel, Word, and PowerPoint.	Experience of working with asylum seekers or refugees in a voluntary or paid capacity
Strong verbal and written communication skills.	Trained to OISC Level One or willing to undertake relevant immigration training
A commitment to Equality and Diversity principles	Experience and knowledge of working with people with complex/multiple support needs
A commitment to the professional representation of ACH	

Due to the nature of this post, an enhanced DBS check will be undertaken for successful applicants, but only with their prior consent.

How to apply:

To apply please complete our application form on our website <https://www.ach.org.uk/currentvacancies>

For an informal conversation or to find out more about ACH or the role, please don't hesitate to contact our People and Culture Manager, Werner Lourens - werner.lourens@ach.org.uk

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Applicants need to have right to work in the UK and access to their own vehicle for business use to be considered for this role. We may close this role early, so please apply ASAP to avoid disappointment.