

**Post:** Leaving Care Support and Integration Officer (18+)

**Department:** Support and Integration Team

**Reports to:** Senior Support and Integration Team Leader

**Working Hours:** Monday to Friday 9:00 – 5:00]

**Contract type:** Temporary/ Fixed term (end of Feb – June)

**Salary:** £26003



**About ACH:**

ACH is a leading provider of resettlement services for refugee and newly arrived communities in the UK, working to resettle refugees through labour market and social integration. We currently work in Bristol, Birmingham, Wolverhampton and Coventry.

**Our vision**

For all refugees coming to the UK to be successfully integrated into society with access to adequate accommodation, employment and education.

**Purpose of job**

The Support and Integration Officer (Care Leavers) role sits within the Support and Integration Team which is an integral part of ACH; the ideal candidate will be responsible for providing excellent standards of support, as well as quality information advice and guidance, to enable the independence of young Refugees and Asylum Seekers who have come through the care system and are now living in our 18+ supported housing. ACH is looking for a motivated and enthusiastic person to join our dedicated support and integration team. This role requires resilience, creativity and a willingness to work flexibly in order to meet the needs of both the organisation and our tenants.

This is a temporary cover position running from the end of February to beginning of June 2025. However, there is the possibility of further opportunities within the organization, including involvement in other projects, with potential openings in other teams.

**Key Responsibilities**

**Support:**

- Completing a person centred support plan and risk assessment for each client taking into account existing Pathway Plans and all referral information received from Child Services and the referring body.
- Ensuring that the plan of support is reviewed regularly according to internal policy

- Giving advice and support on a range of issues including Statutory entitlements, housing and Home Choice, finance, education, welfare benefits, employment, health, as required.
- Reporting to and working with line manager to resolve any issues or complex cases.
- Supporting people with budgeting / registering with care providers / creating social networks / accessing move on accommodation advocacy / independent living skills and Education, Employment and Training.
- Signposting to other relevant external agencies and referral partners as appropriate in order to develop the clients support network
- Undergoing training in asylum and immigration law and legislation linked to Children's welfare.
- Supporting clients to access legal services such as solicitor and Law Centers.
- Developing links with external organisations or agencies to promote the specific needs of clients and create opportunities for partnership working.
- Effectively managing a designated caseload of individuals, who will be new Care Leavers (18+) that hold either Refugee Status or are still in the asylum system.
- Working in collaboration with Personal Advisers to develop client's independent living skills.
- Keeping accurate records and maintaining case files to a high standard using our CRM.
- Fully participating in team meeting, staff meetings, training sessions, supervision and any other relevant forum or communication processes.
- Organising house meetings when necessary and visiting our tenants both at their properties and in the community.
- Completing online or paper forms for employment, welfare benefits etc. Adhere to professional practice standards and legislation, including confidentiality, safeguarding, equality, diversity and inclusion policies.
- Work with social workers, Personal Advisers, colleagues, and other health and social care professionals and multi-agency networks where relevant.
- Any other tasks commensurate with the role.
- Willingness and ability to travel within the city and conduct community outreach activities.
- Opportunity to take on additional work from other projects, with potential openings in other teams.

**Person Specification:**

| <b>ESSENTIAL</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <b>DESIRABLE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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| <p>Experience working with Young People in a support service setting.</p> <p>A commitment and desire to support young people and adults to gain life skills and live independently.</p> <p>Experience of providing advice and guidance, advocacy and culturally sensitive support</p> <p>Understanding the impact of traumatic experiences on people’s wellbeing and behaviour.</p> <p>Experience of creating support plans, completing needs and risk assessments</p> <p>Experience and knowledge of working with people with complex/multiple support needs</p> <p>Ability to effectively assess, manage and continuously review needs and risks</p> <p>Ability to maintain accurate records and manage a caseload</p> <p>Strong organisational and planning skills</p> <p>Ability to manage own time, whilst also working within a team</p> <p>Understanding the importance of safeguarding, in relation to working with vulnerable adults and children.</p> <p>Confident Microsoft skills - Outlook, Excel, Word and PowerPoint.</p> <p>Strong verbal and written communication skills.</p> <p>A commitment to Equality and Diversity principles</p> <p>A commitment to the professional representation of ACH</p> | <p>Experience of working in a support service setting with asylum seekers or refugees.</p> <p>Understanding of the asylum system and key parts of refugee law.</p> <p>Knowledge of the welfare benefits system.</p> <p>Experience of supporting people using assessment and support planning tools</p> <p>Experience of supporting people to understand their tenancy rights and responsibilities, including housing management issues</p> <p>Local knowledge and networks, including specialist agencies providing services for at-risk individuals in Bristol</p> <p>Experience of utilising policies and procedures to ensure best practice principles are followed</p> <p>Knowledge of legislation relating to immigration.</p> <p>Knowledge of legislation relating to the rights of Children and Young People.</p> <p>Ability to support people to manage budgets and debts</p> <p>Trained to OISC Level One or willing to undertake relevant immigration training</p> <p>Driving licence and access to vehicle.</p> |

## REFUGEE SUPPORT & INTEGRATION OFFICER JOB DESCRIPTION

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