



**Post:** Support and Integration Officer

**Department:** Support and Integration Team

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

**Contract:** Permanent

**Salary:** £25 749

**Hours:** 37.5 hours a week

**Working days:** 5 days a week

**Location:** 4 Queen Victoria Road, Coventry, CV1 3JH

**Application closing date:** Sunday the 2<sup>nd</sup> February 2025

## 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

The Support and Integration Officer is responsible for providing excellent standards of support, as well as quality information advice and guidance, to enable the resettlement and successful integration of refugees. This role is one of the main pillars of the service that ACH provides.

## Key Responsibilities

- Completing an initial Pre-Tenancy Assessment for each person referred to the service as well as developing a personalised plan of support for them ensuring that it is reviewed regularly
- Giving advice and support 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.

- Making internal and external referrals to others services e.g. ACH / HIMILO or other relevant external agencies and referral partners as appropriate
- Organising and attending group trips to local places of interest for our tenants
- Developing links with external organisations or agencies to promote the needs of refugees and create opportunities for partnership working.
- Effectively managing a designated caseload of tenants, as well as keeping accurate records and maintaining case files to a high standard.
- Fully participating in team meeting, staff meetings, training sessions, supervision and any other relevant forum or communication processes.
- Organising house meetings and visiting our tenants both at their properties and in the community
- Making use of CRM Salesforce reports to improve case management

This list is not exclusive or exhaustive. You may be asked to carry out other duties deemed necessary by your line manager.

### Person Specification

	Essential	Desirable
<b>Qualifications</b>		<ul style="list-style-type: none"> <li>• A social work qualification/ degree or related field</li> <li>• Trained to OISC Level One or willing to undertake relevant immigration training</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working with asylum seekers or refugees in a voluntary or paid capacity</li> <li>• Experience of providing advice and guidance, advocacy and culturally sensitive support</li> <li>• Experience of creating support plans, completing needs assessments</li> <li>• Experience and knowledge of working with people with complex/multiple support needs</li> <li>• Experience and capability to support refugees in the UK</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of supporting people using assessment and support planning tools</li> <li>• Experience of supporting people to understand their tenancy rights and responsibilities, including housing management issues</li> <li>• Experience of utilising policies and procedures to ensure best practice principles are followed</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Understanding the importance of safeguarding, in relation to working with vulnerable adults</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of a community language(s) and/or lived experience of being a refugee</li> </ul>

		<ul style="list-style-type: none"> <li>• Understanding of the welfare benefits system</li> <li>• Local knowledge and networks, including specialist agencies providing services for refugees in Coventry</li> <li>• Knowledge of legislation relating to immigration</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Ability to effectively assess, manage and continuously review needs and risks</li> <li>• Ability to maintain accurate records and manage a caseload</li> <li>• Strong organisational and planning skills</li> <li>• Ability to manage own time, whilst also working within a team</li> <li>• Confident Microsoft skills - Outlook, Excel, Word and PowerPoint.</li> <li>• Strong verbal and written communication skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to support people to manage budgets and debts</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• A commitment and desire to support refugees with their integration in the UK</li> <li>• A commitment to Equality and Diversity principles</li> <li>• A commitment to the professional representation of ACH</li> </ul>	
<b>Other</b>		<ul style="list-style-type: none"> <li>• Access to your own vehicle for work purposes</li> <li>• Full drivers licence</li> </ul>

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