



**Post:** Resettling Communities Contract Lead

**Department:** Support

**Reports to:** Support Team Leader

**Working Hours:** 9AM – 5PM Monday to Friday

**Salary:** £30,567 Per Annum

**Contract:** Fixed term

**Contract end date:** May 2025 (subject to yearly renewal) subject to funding

**Location:** Bristol

**This role is for internal applicants only**

### **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 Resettling Communities Contract Lead will take a key role in the planning and delivery of resettlement and integration services for migrants and refugees in South Gloucestershire. The Resettling Communities Contract Lead will be responsible for coordinating with partners, delivering support services and planning and attending drop in sessions and workshops in the community.

### **Key Responsibilities**

#### **Support:**

- Point of contact responding to queries relating to South Gloucestershire Homes for Ukraine and Asylum and Refugee Outreach Services.
- Supporting the team to organise and deliver community based workshops and drop in sessions.
- Supervision and guidance of Resettling Communities officers on the contract.

- Carrying out quarterly reports.
- Some weekend work may be required as part of this role.
- Developing links with external organisations or agencies to promote the needs of refugees and create opportunities for partnership working
- Contributing to the induction of new starters and providing training and best practice advice to less senior colleagues.
- Participating in external meetings with partners and stakeholders.
- Completing detailed and high-quality needs and risk assessment for each person referred to service.
- Developing a personalised plan of support for each person and ensuring that the plan of support 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.
- Advising colleagues of most appropriate external agencies and referral partners for signposting and external referrals.
- 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 service users both at their properties and in the community.
- Completing online or paper forms for employment, welfare benefits etc.
- Any other tasks commensurate with the role.
- Supporting Senior Support Team Leader with quarterly reporting data.
- Some weekend work will be required as part of this role.

This list is not exhaustive, you may be asked to carry out other duties deemed necessary by your line manager

### Person Specification

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>		Accredited training in IAG, or other area linked to support, housing, health, debts, finances, immigration etc. OISC level 1.
<b>Experience</b>	Experience of providing advice and guidance, advocacy and culturally sensitive support.	Over one year of experience in the role of Support and Integration Officer

	<p>Experience of creating support plans, completing needs assessments</p> <p>Experience and knowledge of working with people with complex/multiple support needs</p> <p>Experience assessing, managing and continuously reviewing needs and risks</p> <p>Evidenced experience of maintaining accurate records and managing a large caseload.</p> <p>Experience following safeguarding procedures to a high standard.</p>	<p>Organising and leading team meetings.</p> <p>Experience with project delivery.</p> <p>Experience with partnership working.</p> <p>Knowledge of a community language(s) and/or lived experience of being a refugee</p> <p>Experience planning and carrying out training sessions and workshops.</p>
<p><b>Knowledge</b></p>	<p>Confident Microsoft skills - Outlook, Excel, Word and PowerPoint.</p> <p>Confident using CRM, running data reports.</p> <p>Knowledge of UK institutions such as DWP, Home Office, NHS and how to navigate them.</p> <p>Local knowledge and networks, including specialist agencies providing services for refugees in Bristol and South Gloucestershire.</p>	<p>Specialised knowledge in housing, immigration, debt, health, or other related are.</p>
<p><b>Skills</b></p>	<p>Full UK Driving Licence and Access to a vehicle.</p> <p>Strong organisational and planning skills</p> <p>Ability to manage own time, whilst also working within a team</p> <p>Strong verbal and written communication skills.</p> <p>Ability to translate experience into teachable knowledge.</p>	<p>Case management skills.</p>

<b>Personal Attributes</b>	Creative approach to work. Proactive.  Willing to take on extra duties and responsibilities.	
<b>Other</b>	A commitment to Equality and Diversity principles  A commitment to the professional representation of ACH	

**How to apply**

Please send a copy of your CV and a covering letter detailing a) why you are applying for this role at ACH and b) how you meet the essential and desirable criteria for the role. to:

Abbas.bukhari@ach.org.uk