



Post: Senior Support and Integration Officer

Department: Support and Integration Team

Reports to: Support Team Leader

Contracted Hours: 37.5 hours a week

Working Hours: Monday to Friday, 9:00 am– 5:00pm

Contract: Permanent

Salary: £23,000 - £25,000

Location: Floor 8, Cobalt Square, Hagley Rd, Birmingham B16 8QG

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

Senior Support and Integration Officers have a high level of expertise in the role of support worker and are expected to be a source of knowledge, best practice and guidance for the Support Team. Senior Support Officers will be able to manage their own designated caseload to a high standard. They will also be expected to plan and manage outreach support activities; provide training to less experienced colleagues and respond to queries at times when the Team Leader is absent.

Key Responsibilities

Support:

- Point of contact responding to queries and providing guidance when Team Leader is absent or unavailable.
- Contributing to the induction of new starters and providing training and best practice advice to less senior colleagues.
- 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.

- Show a degree of specialisation linked to one or more support areas for example, safeguarding, debt, immigration, health, housing etc.
- Giving advice and support on a range of issues including housing, finance, education, employment, health and immigration, as required.
- Giving immigration advice within remit and keeping records in line with OISC Code of Standards,
- 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.
- 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.
- Accompanying our tenants to appointments with statutory and/or voluntary services.
- Organising house meetings and visiting our tenants 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.

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

Person Specification

	Essential	Desirable
Qualifications	OISC level 1 or above	Accredited training in IAG, or other area linked to support, housing, health, debts, finances, immigration etc.
Experience	<p>Experience of providing advice and guidance, advocacy and culturally sensitive support.</p> <p>Experience of creating support plans, completing needs assessments</p>	<p>Over one year of experience in the role of Support and Integration Officer</p> <p>Organising and leading team meetings.</p> <p>Knowledge of a community language(s) and/or lived experience of being a refugee</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>Experience planning and carrying out training sessions.</p>	
Knowledge	<p>Confident Microsoft skills - Outlook, Excel, Word and PowerPoint.</p> <p>Confident using CRM, running data reports.</p> <p>In depth knowledge of ACH support processes and frameworks.</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</p>	<p>Specialised knowledge in housing, immigration, debt, health, or other related are.</p>
Skills	<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>

Personal Attributes	Creative approach to work. Proactive. Willing to take on extra duties and responsibilities.	
Other	A commitment to Equality and Diversity principles 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.

Applicants need to have right to work in the UK to be considered for this role.

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:

werner.louerns@ach.org.uk

We may close this role early, so please apply ASAP to avoid disappointment.