

JOB DESCRIPTION & PERSON SPECIFICATION	
Director Area: Place	Job Ref Number: 03864
Service Area: Communities	Grade: 6
Job Title: Migration Support Officer	
<p>PURPOSE OF JOB:</p> <p>Refugee resettlement schemes and the dispersal of asylum accommodation is agreed internationally and nationally with the government deferring various responsibilities to Local Authorities. This role will support the delivery of the council's vision, values and purpose, and support the resettlement of refugees into Lincolnshire via Home Office resettlement programmes and temporary humanitarian visa schemes. The post will also support the council in cooperating with national asylum dispersal arrangements. This will include:</p> <ul style="list-style-type: none"> Contributing to projects, demonstrating new ways of thinking and working. Maintaining and developing strong, positive relationships with internal and external stakeholders, working collaboratively to achieve outcomes. Manage a caseload of service users, supporting all aspects of the resettlement process in accordance with national guidance. Contributing to the delivery of a front facing service that is subject to frequent change and where the needs of service users may be complex <p>The post will contribute to establishing and developing multi-agency responses to refugee schemes and asylum dispersal often working outside of known practice and creating innovative solutions suitable to Lincolnshire. This will be achieved by adopting a highly collaborative approach that ensures resources are brought together from across the council and other organisations to mitigate risk, identify and deliver a broad range of service delivery that meet the needs of service users and communities enhancing integration, community cohesion, inclusion and diversity.</p>	
<p>TEAM STRUCTURE:</p> <div style="text-align: center; margin: 10px 0;"> <pre> graph TD A[Head of Service] --> B[Migration Team Manager x 2] B --> C[Migration Support Officer x (up to) 7] B --> D[Migration Systems & Data Support Officer x 1] </pre> </div>	
MAIN DUTIES:	
1	To support the delivery of resettlement programmes in Lincolnshire ensuring outcomes are aligned

	to the Council's Corporate Plan.
2	To work with the council and other public services to deliver outcomes for resettlement programmes in accordance with Home Office guidelines - including support with signposting families and supporting access to services such as ESOL classes, nursery provision, job centres and other public and charitable services. This will require an in-depth understanding and assessment of what service a family / individual requires
3	To be involved in all aspects of the resettlement process including data capture, suitability checks, arrival arrangements, accommodation sustainment through to family/ individual independence
4	To assess individual / family requirements at times of query or complaint to ensure accurate and reliable information is provided or that the issue is escalated appropriately.
5	To work with other Migration Support Officers to ensure adequate support is available to refugees during office hours
6	Using, making sense of and developing templates to undertake regular review meetings with refugees (and their hosts) to understand needs, identify support requirements and support meeting support requirements where appropriate
7	To be responsible for maintaining support plans and case notes for each individual / family, ensuring accurate and relevant information is provided and included.
8	To utilise own knowledge and understanding to ensure accurate advice and support is provided to volunteers in respect of cultural issues, council working practices and government guidance and initiatives.
9	To provide advice and guidance to refugees to access employment opportunities where appropriate (as directed by DWP and Employment and Skills partners)
10	To expand knowledge and understanding of the needs of refugees/ migrant population and support activity as appropriate, ensuring knowledge and skills are cascaded to team members and volunteers
11	To provide advice and guidance to refugees and migrant population to support integration
12	To work with other authorities in relation to transfer/ relocation, where appropriate
13	To provide informal interpreting to support access to services (typically through supporting access to official interpreting services)
14	To work with our communities and provide a link to support in suitability of services, to meet the needs of Lincolnshire's diverse population, enhancing inclusion and diversity.
15	To support short, medium & longer term projects applicable to the ongoing establishment of refugee resettlement and asylum support services

PERSON SPECIFICATION

Requirements	Where identified*	Essential	Desirable
Minimum of level 3 qualification and 2 years relevant work experience	A	X	
Excellent customer service skills and experience of working with the public in a customer facing role	A/I	X	
Able to work on own initiative with strong organisational and planning skills	A/I	X	
Proven ability to prioritise workloads and achieve deadlines	A/I	X	
Strong literacy and numeracy skills	A/I	X	
Creativity and problem solving skills	A/I	X	
Proven ability of project working skills with a	A/I	X	

track record of contributing to successful projects. Able to confidently share ideas.			
Experience of working in a political environment with understanding of democratic decision making processes	A/I	X	
Knowledge of relevant national legislation, policy, guidance & statutory duties	A/I	X	
Able to demonstrate knowledge, skills and experience in the refugee and resettlement specialism.	A/I	X	
Proven ability to undertake research activity, absorb information and facts from a variety of specialist areas in order to support decision making	A/I	X	
The ability to work collaboratively to promote and deliver the council's interests and objectives across the organisation and with partners/stakeholders.	A/I	X	
The ability to use initiative and judgement taking responsibility for justifiable decision making (within agreed policy frameworks) regardless of personal opinion	A/I	X	
Excellent communication skills, verbal, written and listening and the ability to adapt personal style to meet the needs of a range of audiences	A/I	X	
Experience of developing strong and effective relationships across and outside of own organisation	A/I	X	
Excellent ICT skills including use of Microsoft applications and specialist systems	A/I	X	
Knowledge and understanding of the needs of the specific challenges faced and needs of refugees and asylum seekers.	A/I	X	
Ability to advocate, influence and challenge on a service user's behalf.			
Proven ability to work as part of a team as well as manage own workload	A/I	X	
Resilience and tenacity to be successful working with constant ambiguity, change and conflicting priorities	A/I	X	
Ability to learn, understand and apply new approaches and techniques	A/I	X	
Ability to interpret and analyse complex data	A/I	X	
Full driving license or able to meet the travelling requirements of the post	A	X	
*A = Application form T = Test/Assessment I = Interview P = Presentation			

GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

The postholder is expected to work to the Lincolnshire County Council Core Values and Behaviours and to carry out the duties in accordance with Lincolnshire County Council policies.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Safeguarding - All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.