WARRINGTON
Borough Council

Job Description

Directorate	Place
Service	Community Services

Post details	
Job title	Integration and Resettlement Team Manager
Grade	8
JE Reference	A11505
Location of work	Whitecross Community Centre
Directly responsible to	Wellbeing Interventions Manager Services Manager
Directly responsible for	Integration and Resettlement Officers Wellbeing Workers Volunteers
Hours of duty	37

Primary purpose and scope of the job

To keep abreast of and understand, disseminate and cascade policy and legislative information across WBC and partner agencies to ensure a proactive flow of information that will inform WBC's approach and ensure the Resettlement and Integration Service offer is reflective of key national, regional and local directives.

To play a key role in educating and upskilling the wider wellbeing and support system in all matters related to asylum seeker and refugee resettlement through regular, scheduled training and information sessions.

To play a key role in developing and delivering regular, formal advice and information sessions for refugees and asylum seekers residing in Warrington to promote an understanding and awareness of responsibilities and expectations.

To effectively manage all data and information including regular submissions required by external and internal partners.

To manage the Resettlement and Integration Team as part of the wider Wellbeing Services offer ensuring that the service is delivered professionally, proactively and within the agreed scope and that staff are supported in managing emotive and complex issues.

To work with internal and external partner agencies to offer a well-rounded, holistic support offer that addresses the integration, resettlement and wellbeing needs of service users in Warrington.

To ensure safeguarding concerns and risk management concerns are identified and reported, in line with council policies at the earliest opportunity.

Working Relationships

Within the organisation:

- Team members and manager of the Integration and Resettlement Service.
- Team members of the Living Well Services (Lifestyles, Community Centres, Wellbeing Services)
- Housing and Homelessness Team
- Early Help Team and Children and Family Hubs
- Employment and Skills Team
- Revenues and Benefits Team
- Community Safety Team

At a borough level

- SERCO
- Warrington Citizens Advice
- Police
- Jobcentre Plus
- NHS organisations
- VCSE sector including Warrington Voluntary Action and Asylum Seeker and Refugee Volunteer Group (ASRVG)

At a regional level

- Home Office
- ICB
- North West Regional Strategic Migration Partnership

Key Tasks and Responsibilities

<u>Legislation and Policy</u>

1. To keep abreast of international, UK and regional legislation and policies related to asylum seekers and refugees and ensure this is effectively communicated

2. To digest, understand, cascade and disseminate high level information within WBC and across relevant partner agencies to ensure all involved have an awareness of relevant changes in policy and legislation.
3. To write effective briefings and reports to inform the Chief Executive and Leader of the Council, SLT's and partner agencies of any associated changes in legislation and policy with the ability to inform target audiences.
4. To support in WBC's response to FOI's (Freedom of Information Requests), press enquiries and to respond to consultations as appropriate.
5. To coordinate the Council's response to asylum and refugee related issues, acting as a key point of contact for the service, and sustaining a network of contacts in the statutory, community and voluntary sector.

Training

6. To develop and implement regular and scheduled partnership information and training sessions to the wider system, included VCSE partners, to ensure that accurate, factual and reflective information is widely shared and understood.
7. To develop and implement regular and scheduled information sessions to the client cohort to promote understanding of responsibilities, expectations and the services available in Warrington.

Data and Systems

8. Ensure service standards and performance targets are achieved through regular performance monitoring, collation and timely submission of performance reports and returns, and assist in the identification and implementation of corrective actions.
9. Ensure all client activity is recorded on DCRS.
10. To manage and monitor the Asylum seeker and refugee inbox and ensure all matters are actioned and auditable.

Management

11. Responsible for the day-to-day management of the Resettlement and Integration Service, developing, reviewing, and implementing operational practices to support effective, efficient, and consistent service provision.
12. Responsible for the day-to-day management of staff in the team, including the deployment of staffing resources, provision of training, guidance, coaching, mentoring, supporting, motivating, identifying development needs, and encouraging strong team and cross-team working within the wider Wellbeing Services approach.
13. Support Resettlement and Integration Officers to develop and deliver comprehensive and individualised short-term support packages for new refugees which will include supporting them through the move-on process, with a particular focus on ensuring

access to bank accounts, benefits, education, housing, employability and health and wellbeing services to promote integration.

14. Support Resettlement and Integration Officers to offer effective one to one scheduled appointments and an effective advice, information and guidance service through the provision of regular and scheduled drop in/open sessions.
15. To ensure all casework/ caseloads are regularly reviewed to manage flow and capacity of the service with all support needs, including health and wellbeing needs, are well documented and delivered within an evidence based and outcomes focussed framework plus ensuring effective discharge protocols are adopted for those clients who no longer require active support.
16. To work closely with colleagues from the Housing and Homelessness Service for service users who have been given leave to remain and to work closely with Early Help services ensuring that all service users with under 16's are referred at the earliest opportunity.
17. Assist with the management and monitoring of relevant resettlement scheme budgets, working within allocated budgets, raising purchase orders, processing grant related invoices and payments and maintaining spreadsheets/schedules showing committed financial assistance and spend to assist with WBC reconciliations.
18. Develop and manage the Experts by Experience approach delivered in partnership with Care UK Charity to ensure adequate provision of informal ESOL opportunities and appropriate wrap around and diversionary activities.
19. Chair meetings for all staff and partners working on or funded by resettlement scheme budgets to ensure a comprehensive "virtual team" offer.
20. Manage and monitor associated P card spends of Resettlement and Integration Officers.

Partnerships

21. Support the development of specific community sports development approaches through effective partnership working with the CSD team and VCSE partners to promote healthy lifestyles.
22. Support the development of formal ESOL opportunities and access to additional Education, Training and Employment Opportunities across the Borough.
23. Work effectively and professionally with all VCSE organisations involved in the delivery of services supporting the client cohort.
24. Develop and nurture an effective, professional relationship with the Asylum Seeker and Refugee Volunteer Support group, ensuring that their drop in sessions, coffee and chat sessions are well promoted across the client cohort to promote additional opportunities for integration and resettlement outside of and separate from the formal service offer.

Generic responsibilities

25. To comply with the Council's Health and Safety Policy and associated safe working procedures and guidelines.

26. To comply with the Council's Comprehensive Equality Policy and to ensure that it is implemented within the service area of the post.
27. To comply with the Council's Information Management Framework (including the Data Protection Policy, Code of Practice and Social Media Policy).
28. To comply with the Council's Code of Conduct, a fundamental aspect of which are "the Seven Principles of Public Life", and to conduct oneself with the highest standards of conduct that they required.
29. To undertake training and development as required.
30. To work collaboratively with Council colleagues as and when required.
31. To work flexibly across multiple sites and undertake occasional evening and weekend working to ensure effective service delivery.

Review Arrangements

The details contained in this job description reflect the content of the job at the date it was prepared; however, it is inevitable that over time, the nature of the jobs may change. Existing duties may no longer be required and other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Consequently, the Council will expect to revise this job description from time to time and will consult with the post holder at the appropriate time.

Prepared / Revised By	Abby Jones
Role	Wellbeing Services Manager
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