

Department: Place and Economy

Division/Section: Communities

Job Title: Refugee Resettlement Programme Manager

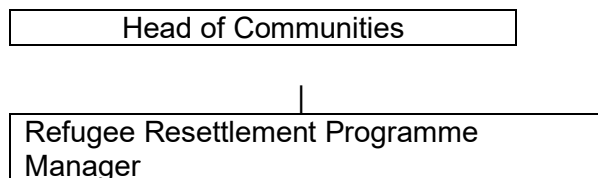
Post No:

Grade: 12

Reports to: Head of Communities

**Organisation
Chart:**

**Show immediate
manager and any
jobs reporting to
this post.**



**DBS Check
applicable?** Yes - standard

**Is post exempt under the Rehabilitation of Offenders Act
1974 in respect of declaration of spent convictions?**

Yes ☐ No ☒

**Line Management
responsibility for:**

0

No. of indirect reports: 0

Size of budget: Accounting for budget (up to £5m pa);

Job Purpose: To lead the council's support to resettling refugees and other asylum seekers under the Government's scheme(s).

Work with a range of local organisations to ensure that resettled people have a home and are able to access public services such as health care, welfare benefits, education, employment and have the support to fully integrate into UK life.

Work across council services to ensure that safeguards are in place to manage any issues for the resettled families to help them integrate and lead a successful new life.

To work with Government Departments to ensure that schemes are delivered in accordance with funding instructions, submit timely and accurate claim forms and case manage complex family circumstances as required.

Understand and implement Government policy, ensuring that the programme is operating within policy boundaries, within budget and achieving outcomes.

Work closely with the council's Property team to ensure that houses purchased under Government programmes are fit for purpose and ready for occupation. Facilitate matchmaking between refugee families in need of accommodation and property offers.

Client manage commissioned charities to ensure that support is delivered in accordance with contractual obligations.

Main Duties and Responsibilities:

Elements of the role:

1. Case management of resettled people support
 - Be the main point of contact within the council for all queries relating to the management of the scheme and support to resettled refugees.
 - Develop effective working relationships with a range of local partner organisations, to ensure that families can access:
 - Health services
 - Welfare benefits
 - English language skills
 - Employment and work development training
 - Schooling
 - Cultural/social activities
 - Form excellent working relationship with commissioned charities and other partners and use these relationships to drive delivery for support and integration services for refugees. Commission services within the council and/or through partner organisations to ensure that resettled family needs are met.
 - Act as the client manager for commissioned services, ensuring that regular reviews are taking place between the council and commissioned partner, addressing any aspect of poor performance.
 - Problem solve issues that families experience and provide advice/support to commissioned partners to help ensure any integration problems are resolved.
 - Lead on identifying new sources of accommodation to prevent or mitigate homelessness, negotiating with home owners/landlords to secure spare rooms/property for refugee use.
 - Lead on supporting refugees whose housing placement ceases, often at short or no notice, and find temporary accommodation.
 - Undertake planning for new arrival families, working with local partners and the Home Office to ensure that housing and support are in place
 - Work with council teams to ensure that homes are fit for purpose and that necessary safeguarding checks have been carried out.
2. Facilitating good quality homes
 - Through the council's Housing team, ensure that the property is compliant with minimum standards
 - Work with local charities to ensure that the property has adequate furniture to meet the family needs
 - Commission any property repairs needed and track progress to ensure that repairs are completed to a good standard and to agreed costs/specification..
3. Programme overview
 - Develop and maintain a programme overview of the status of each refugee and home. Ensure that accurate records are developed to track the status of families and issues/risks that are identified
 - Keep detailed records of expenditure, ensure that costs are eligible under the scheme and meet with the Government guidance
 - Submit claims for funding to Government as required, ensuring that funding claims are highly accurate, cover legitimate spend and reflect council expenditure accurately.
 - Provide updates and reports to stakeholders as required
4. Finance

- Keep detailed and accurate records of programme budget and develop a forecast of income and expenditure
 - Oversee payments to commissioned partners as required and to households in line with council guidance and Government funding instructions
 - Submit funding claims as required tracking progress to ensure claims are paid and accurate
 - Carry out monthly budgetary control reports, reconciling any discrepancies within budget as required
5. Staff management
- Manage any project staff to ensure that people are clear on their role, how it meets the overall objectives and have the right tools, skills and experience to undertake their role.

Generic Responsibilities:	<p>To carry out all responsibilities with regard to the Council's Equalities Policy and Procedures and Customer Care Policy.</p> <p>To comply with all Health & Safety at work requirements as laid down by the employer.</p> <p>The council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.</p>
Flexibility Clause:	<p>Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments.</p>
Variation Clause:	<p>This is a description of the job as it is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder.</p> <p>In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Head of Service reserves the right to make changes to your job description following consultation.</p>

DATE: 26 April 2024 **COMPLETED BY:** Ian Phillips