



Post: Support and Integration Officer

Department: Support and Integration Team

Reports to: Support and Integration Team Leader

Contracted hours: 37.5 hours a week

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

Contract: Permanent

Salary: £21 300 - £23 000 dependant on experience

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

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.

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

The Support and Integration Officer is responsible for providing excellent standards of support, as well as quality information advice and guidance, to enable the resettlement and successful integration of refugees. This role is one of the main pillars of the service that ACH/Himilo provides.

Key Responsibilities

- Completing an initial Pre-Tenancy Assessment for each person referred to the service as well as developing a personalised plan of support for them ensuring that it 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.
- Making internal and external referrals to others services e.g. ACH / HIMILO or other relevant external agencies and referral partners as appropriate
- 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.
- Organising house meetings and visiting our tenants both at their properties and in the community
- Making use of CRM Salesforce reports to improve case management

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

Person Specification

	Essential	Desirable
Qualifications		<ul style="list-style-type: none"> • A social work qualification/ degree or related field • Trained to OISC Level One or willing to undertake relevant immigration training
Experience	<ul style="list-style-type: none"> • Experience of working with asylum seekers or refugees in a voluntary or paid capacity • Experience of providing advice and guidance, advocacy and culturally sensitive support • Experience of creating support plans, completing needs assessments • Experience and knowledge of working with people with 	<ul style="list-style-type: none"> • Experience of supporting people using assessment and support planning tools • Experience of supporting people to understand their tenancy rights and responsibilities, including housing management issues • Experience of utilising policies and procedures to ensure best practice principles are followed

	complex/multiple support needs	
Knowledge	<ul style="list-style-type: none"> • Understanding the importance of safeguarding, in relation to working with vulnerable adults 	<ul style="list-style-type: none"> • Knowledge of a community language(s) and/or lived experience of being a refugee • Understanding of the welfare benefits system • Local knowledge and networks, including specialist agencies providing services for refugees in Coventry • Knowledge of legislation relating to immigration
Skills	<ul style="list-style-type: none"> • Ability to effectively assess, manage and continuously review needs and risks • Ability to maintain accurate records and manage a caseload • Strong organisational and planning skills • Ability to manage own time, whilst also working within a team • Confident Microsoft skills - Outlook, Excel, Word and PowerPoint. • Strong verbal and written communication skills. 	<ul style="list-style-type: none"> • Ability to support people to manage budgets and debts
Personal Attributes	<ul style="list-style-type: none"> • A commitment and desire to support refugees with their integration in the UK • A commitment to Equality and Diversity principles • A commitment to the professional representation of ACH 	
Other	<ul style="list-style-type: none"> • Access to your own vehicle for work purposes • Full drivers licence 	

To apply please complete our application form on our website.

For an informal conversation or to find out more about ACH or the role, please don't hesitate to contact our People and Culture Manager, Werner Lourens - werner.lourens@ach.org.uk.

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 and access to their own vehicle for work purposes to be considered for this role. We may close this role early, so please apply ASAP to avoid disappointment.