



**Post:** Senior Outreach Support and Integration Officer

**Department:** Support

**Reports to:** Support Team Leader

**Working Hours:** 37.5 hours a week

**Salary:** £28 836- £30 567

**Location:** Bristol and South Gloucestershire

**Contract:** Fixed Term until end of March 2024

## 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.

## Purpose of job

The Senior Outreach Support and Integration Officer (South Gloucestershire) will take a key role in the planning and delivery of resettlement and integration services for migrants, asylum seekers and refugees in South Gloucestershire. The Senior Outreach Support and Integration Officer will be responsible for coordinating with partners, delivering support services and planning and attending drop-in sessions and workshops in the community.

Due to the nature of the activities, it is an essential criteria to have a full UK Driving Licence and access to a vehicle.

## Key Responsibilities

**Support:**

- Point of contact responding to queries relating to South Gloucestershire Homes for Ukraine and Asylum and Refugee Outreach Services.
- Organising and delivering community-based workshops and drop in sessions.
- Developing links with external organisations or agencies to promote the needs of asylum seekers and refugees and create opportunities for partnership working.
- Contributing to the induction of new starters and providing training and best practice advice to less senior colleagues.
- Participating in external meetings with partners and stakeholders.
- 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.
- 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.
- Advising colleagues of most appropriate external agencies and referral partners for signposting and external referrals.
- 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 service users 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
<b>Qualifications</b>		Accredited training in IAG, or other area linked to support, housing, health, debts, finances, immigration etc. OISC level 1.
<b>Experience</b>	Experience of providing advice and guidance, advocacy, and culturally sensitive support.	Over one year of experience in the role of Support and Integration Officer.

	<p>Experience of creating support plans, completing needs assessments</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>Organising and leading team meetings.</p> <p>Experience with project delivery.</p> <p>Experience with partnership working.</p> <p>Knowledge of a community language(s) and/or lived experience of being a refugee.</p> <p>Experience planning and carrying out training sessions and workshops.</p>
<b>Knowledge</b>	<p>Confident Microsoft skills - Outlook, Excel, Word and PowerPoint.</p> <p>Confident using CRM, running data reports.</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 and South Gloucestershire.</p>	<p>Specialised knowledge in housing, immigration, debt, health, or other related are.</p>
<b>Skills</b>	<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>
<b>Personal Attributes</b>	<p>Creative approach to work.</p> <p>Proactive.</p>	

	Willing to take on extra duties and responsibilities.	
<b>Other</b>	Full UK Driving Licence and Access to a vehicle.  A commitment to Equality and Diversity principles  A commitment to the professional representation of ACH	

## How to apply

To apply please complete our application form by clicking 'Apply today' below.

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](mailto: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 business use to be considered for this role. We may close this role early, so please apply ASAP to avoid disappointment.