



Migration Resettlement Support Role

Teignbridge CVS has an exciting vacancy in our Migration Resettlement Support Team. This role will support the delivery of our refugee resettlement programme in Teignbridge. This specifically includes the Government's Homes for Ukraine Scheme.

This is an extremely rewarding role, working in a dynamic charity, building on an ethos of care and inclusivity.

We are looking for an exceptional individual committed to supporting and transforming the lives of refugees in our district. We are looking for someone who is an excellent communicator and solution focussed. You will need to be organised and able to update and maintain records accurately, be competent in using Microsoft packages and willing to travel around the District.

This post is offered for 12 months initially but it is anticipated that the role will be extended following a review of need and priorities. The post, supported by the CVS team, is offered at :

- £27,757 FTE pro rata
- Between 28 and 35 hours per week, negotiable
- 25 days holiday in addition to bank holidays pro rata for part time staff
- All out of pocket expenses will be covered
- Hybrid working from home and from the CVS office in Newton Abbot

Migration Resettlement Support Officer (including Homes for Ukraine) Job Description and Person Specification

Purpose of role:

The aim of the service is to ensure the safety and integration of those arriving in Teignbridge through the Government's Homes for Ukraine (HfU) and other resettlement Schemes. The Migration Resettlement Support Officer will play a crucial role in providing effective information, guidance and orientation to those settling in Teignbridge and assist them to fully integrate into their new community. You will be instrumental in providing a positive message of welcome and signposting them to appropriate statutory services as well as local activities and voluntary and community sector organisations to support and promote their health and wellbeing.

As a member of the Migration Resettlement Team, you will ensure that new arrivals are accessing and receiving appropriate support for benefits, health, children's education, housing, visas, employment and ESOL. Where needed, you will follow up and provide liaison to ensure successful referrals and support are being provided in these areas.

The post holder will apply a strength based, person centred approach to supporting Guests, playing a pivotal role in building trust with Guests, increasing their confidence and agency over their own lives. You will support the guest/host relationship, mediating where necessary and on occasion, ensuring that alternative accommodation is available. You will provide email, face to face and telephone support and provide weekly drop in sessions for migrants living in Teignbridge. The post holder will work closely with a range of partners to promote and health and wellbeing of all those within our cohort.

Core responsibilities:

- For the HfU Scheme, carry out initial Welcome/Welfare home visits, ensuring that both Guests and Hosts are safe and have appropriate living conditions, identifying any information/access needs not yet met and providing information about all appropriate support services
- Develop links with and provide initial contact advice to the wider refugee and asylum seeker community arriving in Teignbridge.
- Provide regular contact following the first visit to ensure support and assistance is in place, to signpost to services and manage any concerns
- For the HfU Scheme, provide follow up visits at designated points in the guest's stay to assess what support and information is required
- Arrange practical and emotional support to families and individuals who may have complex needs to enable them to adapt to life in the UK

- Work alongside and liaise closely with the Migration Resettlement Support Officer (ESOL and Employment Lead) co-worker
- Support the voluntary and community sector in delivering their offer that may include financial support, networking and drop-in sessions, child and parent support
- Support families to become independent; this may include sourcing language support, training and skills development, volunteering opportunities, employment
- Maintain and develop excellent working relationships with external stakeholders including Teignbridge District Council, Devon County Council, DWP, Citizen's Advice and local communities to improve the availability of mainstream and specialist services for newly arrived individuals and families
- Keep informed and up to date about the legal rights and conditions for each refugee/asylum seeker group to provide appropriate support and signposting.
- Take a lead on and manage the re-matching process for HfU scheme including updating all relevant data systems and working closely with Teignbridge District Council to carry out relevant procedures and checks
- Provide information and guidance about moving-on options
- Provide crisis conflict support and mediate where appropriate when Host and Guest relationships breakdown, including contact with both parties either separately or as a group through email, phone and face-to-face meetings, identifying when a sponsorship cannot continue, liaising with TDC to provide temporary accommodation.

General Responsibilities

- Provide on-going point of contact and signposting provision to all Hosts and Guests throughout their time on the HfU and other resettlement schemes
- Provide additional settling in support, as required, to those who have no host in the locality.
- Deliver the support to all individuals and host families fairly and without discrimination and ensure that all activities have a focus on fostering the independence of our families with respect for their culture, personal history and situation

- To be self-supporting administratively, keep excellent records and data collection
- Attend weekly drop-in sessions, liaising with translators, colleagues and Citizens Advice to provide support as needed.
- Attend Teignbridge Support Groups meetings.
- Attend Teignbridge District Council let partnership meetings
- Support Host/Guest events in the district as appropriate.
- Compile and distribute monthly newsletters to include updated migration policy, employment news, information about ESOL classes, social events and support services
- Maintain GDPR for all personal data held for Guests and Hosts
- Provide monitoring reports as required by funders and CVS Board
- Manage workload, priorities and deadlines effectively
- Be open to undertaking other duties as appropriate to the nature and grading of the post and to support other CVS activities where appropriate
- To participate in one to ones, supervision and appraisal opportunities as appropriate

Person Specification – Migration Resettlement Support Team

Skills and Abilities	Essential/Desirable
Excellent communication skills that can be demonstrated verbally, non-verbally and in writing	E
Excellent time management skills and the ability to effectively prioritise workload	E
Accurate and timely record keeping skills	E
Demonstrate the ability to work effectively in multi-disciplinary partnerships	E
Demonstrate the ability to advocate on behalf of clients facing a variety of challenges	E
Demonstrate effective use of Office 365 (incl. Word, Excel, Teams, OneDrive etc.) or willingness to undertake training during the probation period.	E
Knowledge	

Understanding of voluntary, statutory support and healthcare services in the Teignbridge and South Devon area	D
Knowledge of the factors which may affect those migrating from other countries to settle in the UK	D
Understanding of and commitment to anti discriminatory practices	D

Relevant Experience	
Proven ability and experience of conducting home visits and assessing needs to provide relevant guidance and support	D
At least one year's relevant front line support role in any sector	E
Proven ability to proactively manage and prioritise a caseload where clients have multiple needs	D
Experience of dealing with a wide range of clients with a variety of support needs	E
Experience of working with a range of partners and stakeholder	D
Experience of working in a client focussed way	D
Experience of working collaboratively with others	D

Education, Training & Work Qualifications	
Good standard of general education	E
Support related qualification	D
Training in Equality and Diversity, Safeguarding, GDPR and confidentiality	D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance, and verification of certificates. Additional pre-employment checks specific to this role include: Enhanced Disclosure and Barring Service check (Adults' and Children's barred services), Driving licence and access

To apply for this role please email a completed application form and email it to office@teigncvs.org.uk

Applications close 3.30pm on 13th March 2025 with a view to interviews being held the week commencing 24th March 2025.