

Job Profile



Job Title: Welcome Newham Outreach Officer – Afghan Speaker	Service Area: Welcome Newham
Directorate: Public Health – Adults & Health	Job Number: 6734
Grade: S02	Date of evaluation: 28/02/2023
Accountable to:	Welcome Newham Manager

People at the heart of everything we do

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

Equality and diversity

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

Protecting our staff and services

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

Corporate parent

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Overall Purpose of Job

The London Borough of Newham is recruiting Welcome Newham Outreach officers to be part of its Welcome Newham Team. The Welcome Newham Team is a multilingual team, who co-ordinate and administrate the Government's Home for Ukraine and Family visa schemes, Afghan resettlement schemes and offer wrap around support to all new arrivals into Newham including other refugees and asylum seekers on government resettlement schemes. The team offer regular check-ins with those on the various schemes by telephone and home visits and provide full support to new residents and ensure that they are given all the necessary tools to settle in the borough.

As a member of this team, you will provide advice and link sponsors and arrivals to support including benefit applications, GP registrations, setting up bank accounts

amongst others. The aim of the service is to support arrivals to fully integrate into their new community.

The need for the service is a result of the Governments offer to people from approved Visa schemes and the many other refugees and asylum seekers arriving into Newham. The service is expanding to help those in Temporary Accommodation move into longer term housing, and to sustain that long term housing.

Through your supportive conversations with residents, you will build trust and support them.

As a member of this team, you will make contact with residents via phone calls, text messaging, and email and undertake home visits. During the home visit, you would ascertain how the resident is integrating into their new life in the UK and offer assistance if required. Afghan speaking language skills (Farsi, Dari & Pashto) are essential.

Job Context

1. The post holder will report directly to the Welcome Newham Manager
2. The post holder will not have budget responsibility
3. The post holder will not have line management responsibility.

Principal Accountabilities and Responsibilities:

1. Supportive conversations with residents, whether they are a sponsor, guest, new arrival, refugee, and asylum seeker or longer term guest.
 - Through visits and telephone calls, exploring the issues that the resident may require support.
 - In a sensitive and supportive manner, providing advice to residents to help them integrate into their new community.
 - Building trust and encouraging residents to share information, any concerns and offer support and advice accordingly.
 - Look at resident income maximisation to support into longer term housing.
 - Look at resident engagement into employment to sustain long term housing.
 - To work with partners (e.g. DWP, Health, Housing, Children's Services, Education, Voluntary and Community Sector) to offer integrated support to all resettled in borough and ensure that robust safeguarding procedures are in place to support vulnerable individuals and families;
 - To achieve a high standard of customer care at all times, responding positively to queries from service users whilst remaining courteous and diplomatic in difficult situations.
 - Raise any issues/concerns with the Team Leader/Manager of any discrepancies relating to the administration process.

2. Updating case manage system(s)

- Completion of MS forms (and similar) and our case management welfare system so our interactions with sponsors and arrivals are recorded to ensure full support is offered using a computer, tablet or similar (post holder must be competent with using IT systems and must follow confidentiality arrangement).

3. Giving information, advice and linking residents to support

- Giving information and linking residents to support to help them fully integrate into their community, such as the housing advice, benefits applications and referrals pathways, ESOL classes, mental health support and our befriending service.
- May involve helping a resident with a specific issue, such as housing advice, ESOL classes or referring on if required to one of the community organisations about a specific query.
- Becoming a Champion in a specific area of expertise around integrating into Newham; School admissions, GP registration, Gaining employment, Maximising Benefits (including Universal Credit & Housing Benefit), Accessing ESOL classes and Accessing PRS (Private Rented Sector).
- To liaise with internal and external stakeholders as appropriate, to ensure full support and ensure all service users are linked in to services.

4. Raising any safeguarding concerns

- Raising any safeguarding concerns with Team Leader/manager and following safeguarding processes to provide the right support to residents.

5. Equality and Diversity

- Understand and promote our Equality and Diversity policy in the course of your work.

6. Confidentiality

- Maintain confidentiality in relation to personal data held in accordance with the Data Protection Act and Caldicott Guardianship principles. Adhere to and operate within Government provided data governance protocols and operational arrangements

7. Other

- To work flexibly alongside the Welcome Newham Support Officers, Housing Advisors, Specialist Family Navigators, Benefits advisor, Team Leaders, Manager and the Newham Public Health Team as needed with the delivery of this programme.
- To provide support to team colleagues where applicable in relation to the service requirements.

- To maintain excellent customer service in all areas of work in accordance with the Council's HEART values and to work in a professional manner.
- To undertake mandatory and other relevant training as required and ensure that health and safety policies and procedures are followed at all times.

About the role

We are looking for an Afghan speaking Welcome Newham Outreach officer to join our Welcome Newham Team. The team offer wrap around support to all new arrivals into Newham, including sponsors and guests under the Homes for Ukraine Visa Scheme, and the Afghan resettlement scheme. You will provide advice and support to help residents settle and integrate into their community and develop positive relationships with them to encourage them to share their issues and offer support when needed.

This role is office based, initially at Newham Dockside, but you could be required to work from other Newham based offices as deemed appropriate.

In order to undertake this role, access to a vehicle to undertake visits around the whole of Newham is preferred.

The role is for the next 12 months.

Working Hours

The team currently work 36 hours per week, 5 days at 7.2 hours covering Monday – Friday 10am-5.45pm. Flexibility is required, as outside normal working hours is required so we can meet the needs of our community, going out to them when they are available. Evening and weekend visits to residents will be necessary and attendance at community events to promote our role and offer support is required.

The Council is willing to be flexible with working patterns and will always try to match the rota to suit individual requirements. However, this cannot always be guaranteed.

Training and continuing professional development

This role will be subject to a full DBS check, local training programme (including GDPR and Safeguarding, unless can be demonstrated as having been taken in previous 12 months). This must be recorded as done on FUSION. Completion of these modules is a compulsory part of the role. As part of your induction, you will also receive training in supportive conversations, the case management system used to support this work. Training is accessed remotely; therefore, access to a computer is essential - which will be provided, if not already available. Home internet connection is essential.

Newham Council is committed to supporting your continued professional development. We will look to link you with training opportunities to increase your knowledge and expertise in various matters related to your role including welfare support.

Travel

Travel within the London Borough of Newham is necessary to complete home visits to residents and community events. Please indicate in your application whether you

have a full driving license. As travel is required for the role, expenses connected to travel will be reimbursed.

Personal Specification



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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
KNOWLEDGE AND EXPERIENCE: <ul style="list-style-type: none"> • Keeping people safe • Basic knowledge of government visa schemes relating to the Ukraine crisis • Detailed knowledge of the Afghan resettlement scheme • Basic knowledge of benefits system • Engaging with members of the public and with vulnerable residents • Handling difficult situations with sensitivity, care and 	Application form/Interview

<p>consideration</p> <ul style="list-style-type: none"> • Ability to give clear directions / instructions • Able to record and convey information accurately • Actively engage in positive cross organisational communications and team working • Be able to manage confidential data appropriately and to work in a confidential setting • Experience of inputting sensitive data on a secure IT system – specifically but not limited to; FOUNDRY and Welfare system • We are keen to build a multilingual team to best support our residents. The following languages are essential: <ul style="list-style-type: none"> • English • Farsi • Dari • Pashto 	<p>Please indicate these or any other languages in your application/interview</p>
<p>SPECIAL REQUIREMENTS</p> <ul style="list-style-type: none"> • The post is subject to an enhanced DBS check • Willingness and ability to work flexibly to maintain service delivery. • Commitment to the work and adhere to the strict guidelines and procedures required • Please indicate if you have a full driving license • Please indicate you have a vehicle available to undertake 	<p>Satisfactory clearance at conditional offer stage</p> <p>Application Form/Interview</p> <p>Application Form</p> <p>Application Form</p> <p>Application Form</p>

visits around the borough – Business insurance is required	
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