

Job Specification for Dedicated Resettlement Support Worker

Dedicated Resettlement Support Worker – Job Description

Dedicated Resettlement Support - It is proposed that a Dedicated Resettlement Support Worker be recruited to carry out the tasks listed below. This worker will operate from the Roscommon LEADER Partnership offices, Unit 12, Tower Block B, Roscommon West Business Park, Roscommon Town and on an outreach basis based on business need from any of the Roscommon LEADER Partnership extensive range of bases in Co. Roscommon.

He/she will work flexibly for 37 hours per week for a period of 18 months which may be subject to extension based on funding provision.

General

Working with Service Providers

The work of the Resettlement Support Worker is divided into three phases, short term post arrival supports, medium term monitoring, empowerment and emergency assistance and long term community development, monitoring and reporting.

Phase 1 - Short Term post arrival support

The role of the Resettlement Support Worker in the first 4 months is to ensure that the resettled refugees can move seamlessly into their new homes, that they are linked with the local service providers and that they have a point of contact should issues arise.

In the short term the majority of the activities will involve making linkages with service providers and ensuring that the refugees are in receipt of their rights and entitlements. The activities will include (this list is not exhaustive):

- Providing immediate support to recently arrived programme refugees resettled in the local community.
- Ensuring that each family receive information with regard to the running of their new home and monitoring progress on a weekly basis for the first month.
- Ensuring that the programme refugees are linked to mainstream services providers.
- Ensuring that the programme refugees are aware of their rights and entitlements and are in receipt of same in a like manner to an Irish citizen.
- Identifying other services available locally and making the necessary introductions and linkages.
- Identifying childcare needs and accessing appropriate childcare.
- Ensuring that Service Providers are aware where issues arise with regard to service provision.
- Monitoring and **reporting** racism and discrimination wherever it is found.
- Making appropriate provision for persons with special needs, including working with mainstream service providers with regard to accessing appropriate services outside of the area.
- Identifying schools, talking to principals and registering children as appropriate.
- Ensuring that the new arrivals are registered with GP's

- Liaising with the local ETB with regard to English Language Provision.
- Ensuring that each resettled refugee has an appointment with the Social Protection Officer with a view to assessing what payments they should be claiming.
- Attending and reporting to the Inter-agency Resettlement Working Group meetings.

The Resettlement Support Worker will be supported by a Resettlement Officer from the Resettlement Unit of the Office for the Promotion of Migrant Integration (OPMI), Department of Justice and Equality during the first stages of resettlement.

The Resettlement Unit, (OPMI) will also provide interpreters for the early stages of resettlement. It is not the role of the Resettlement Support Worker to drive resettled refugees to appointments etc.

Phase 2 - Medium Term monitoring, empowerment and emergency assistance

During this part of the resettlement programme, the Resettlement Support Worker should be monitoring how each family is coping with their new environment and beginning the process of linking the newcomers with the local community, promoting independence and creating awareness with regard to their responsibilities.

This will involve:

- Visiting each family on a 4 – 6 week basis to identify issues arising and to monitor household management.
- Establishing a drop in centre for queries.
- Referring refugees to mainstream service providers including information services and providing advice on how the refugee should access these services – i.e. building capacity in the refugee community rather than doing it for them.
- Responding to issues arising – by identifying where additional supports/training is required, Identifying the appropriate service provider, making the necessary arrangements for supports and training to be provided and monitoring progress.
- Monitor record and evaluate the quality of services delivered to refugees on a continuous basis. Develop findings into periodic performance reports for dissemination to management, steering group, working groups, and the Resettlement Unit, OPMI.
- Develop intercultural competencies among service providers to ensure refugees are enabled to access services independently and appropriately.
- Supporting the refugees to actively engage with local sporting, social, cultural and religious organisations.
- Monitoring engagement – particularly with regard to young adults and supporting them to participate.
- Organising training and information events for the refugees.
- Build linkages that will enable the development of mentoring & support structures.
- Network with facilitators in other resettlement communities to identify and transfer models of good resettlement practices at a local level.
- Reporting to the Inter-Agency Working group on issues that arise and actions taken.

Phase 3 - Long Term community development, monitoring and reporting

Exit Strategy

- To visit each family on a 10-week basis.
- After 6 months, the refugees should be in a position to manage their lives independently.
- During this period the Resettlement Support Worker should be in a position to identify the most vulnerable cases and refer them the mainstream support services and to monitor follow up.
- In consultation with refugees and service providers, should identify issues arising with regard to service provision. In consultation with the Service Providers the Resettlement Support Worker should develop strategies for addressing same and should report on same to the Inter-Agency Working Group.
- To focus on community development with a view to preparing the community to represent themselves.
- Prepare interim and annual report.
- To manage and report on budgets and spending to the Inter-Agency Working Group.

Other Duties

Deliver Emergency Response Service: This resettlement programme will offer an emergency response service to refugee families, within normal working hours: Monday to Friday, 9.00am until 5.30pm and an out-of-hours services from 7.00am until 12.00am (midnight). An all hours' exceptional emergency service is also provided subject to the requirements of the Contracting Authority. Within this time, the Resettlement Support Worker (RSW) will endeavour to be on-site with the refugee family within 30 minutes of the emergency being logged with the RSW or with staff in the Roscommon LEADER Partnership Office which can be reached at: 090 6630252. In addition, provision will be made for an out-of-hours and all-hour contact through mobile connectivity.

The Resettlement Support Worker has a role in motivating, encouraging and facilitating refugees to live independently.

The Resettlement Support Worker should ensure that children are linked with key groups and services in resourced communities.

The Resettlement Support Worker should identify other resources that will promote the long term integration of the group.

The Resettlement Support Worker should not replace mainstream service provision but should identify where gaps arise and should guide the refugee in how to access mainstream services.

Person Specification

Ideally the person should have a third level or professional qualification in Community Development; Development Education or a Social Science discipline. However, it is more important that the person is a self-starter, can work independently, is motivated to work with a disadvantaged refugee community, is willing to work outside their normal practice, has experience of working with disadvantaged communities or has worked with other nationalities and who understands the impact of cultural differences and life experiences. The person needs to be willing to respond to calls for assistance from a vulnerable community in a respectful and courteous manner.

- Must be self-motivated and be able to work independently.
- Must have good communication skills.
- Experience of working with other nationalities would be an advantage.
- A good understanding of the skills needed to work using interpreters.
- An Understanding and knowledge of the local Development Sector & Local Authorities; HSE; other local agencies and service providers; Government Departments; Elected Representatives; Funding bodies; Employer Organisations and Employers would be an advantage.
- An understanding and knowledge of the rights and entitlements of persons dependent on State supports is essential.
- Excellent Group development and facilitation skills and experience.
- Experience and/or understanding of conciliation work and/or a willingness to participate in conciliation work training activities.
- Understanding and appreciation of the issues and needs confronting the target group.
- An ability to engage with service providers on matters of service provision.
- Ability to work within strict administration systems and a working knowledge of Microsoft application.
- Must possess a current full driving licence valid in Ireland and have own means of transport.
- A background in international development is desirable.
- Unrestricted right to work in Ireland for a minimum period of one year from appointment.

Knowledge and Expertise

- Excellent strategic planning and organisational skills
- *Budgeting, financial management and cost control skills*
- Strong oral and written communication skills
- Proven track record on the ability to liaise on an interagency-basis
- An ability to observe, analyse, monitor and report
- Thorough knowledge of the principles and processes of community development and expertise in a broad range of development models in particular those appropriate to Ethnic Minority Groups
- Knowledge of the mainstream model of integration

Personal Attributes

- Strong inter-personal communication skills and an understanding, respect and empathy for the needs of Ethnic Minority Groups
- Self-motivated with an ability to work on own initiative within a team structure
- Creative and positive approach to working with individuals and groups
- Strong listening skills
- Strong negotiation/mediation skills
- Capacity to manage time well and prioritise workload in a demanding work environment
- Experience of engaging and supporting the participation of vulnerable groups
- Strong communication skills (written and oral)
- Able to demonstrate innovative, flexible and adaptable work approach
- Commitment to the work of Roscommon LEADER Partnership

Support, Supervision and Performance Management

Roscommon LEADER Partnership recognises that the person in the role of the Resettlement Support Worker will not be acting independently as a sole contractor. The Resettlement Support Worker will be working for Roscommon LEADER Partnership which is an Organisation that support the work and ethos of the Refugee Resettlement Programme and the Programme dedicated two support workers. The following table outlines the appropriate, relevant supervision and supports and performance management procedures which will be in place within Roscommon LEADER Partnership in relation to the line management of this role.

Reporting Relationship Including provision of scheduled support and supervision and performance management	Refugee Resettlement Programme Manager who in turn will report directly to the CEO of Roscommon LEADER Partnership in relation to performance management and all other Human Resource matters arising as soon as any issue arises.
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