

Job Profile

Job Title: Assessment & Support Officer (Afghan Refugees in Bridging Hotels)

Job Grade: Level 3 Zone 1

Salary Range: £31,434 - £36,110

About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

About the role

To provide a comprehensive accommodation-based assessment and support service to Afghan refugee families in temporary bridging hotels and provide induction and cultural orientation support to living in the United Kingdom. Ensure urgent and immediate needs are identified and met, and individual household immigration status/circumstances is understood to facilitate effective relocation and resettlement under the relevant government Afghan resettlement Schemes. To apply for DWP benefits where eligible.

Outcomes/objectives that this role will deliver:

- To provide a high quality and responsive accommodation-based support service in order to assist families and the Home Office in preparation for offers of settled accommodation.
- A casework approach to assess and meet the needs of existing refugees and new arrivals to the hotel.
- To work with households and partner agencies to successfully maintain their stay in the hotel pending move on.
- Liaison with Home Office and DWP to establish immigration status of refugees and the agreed exit route for each family.
- Engage with hotel management around responsibilities, health and safety, guest needs and general occupation of the hotels.
- To observe, evaluate and escalate issues relating to households which may include domestic violence, exploitation and adult and children's wellbeing in accordance with Camden's safeguarding responsibilities.
- To maximise income and provide welfare benefit and debt management advice and/or refer to relevant services
- To develop and maintain positive working relationships and liaison with partners and stakeholders to include convening/attending professionals' meetings, case conferences and handover meetings where appropriate.

About you

- Experience of providing front line services to vulnerable families.
- Knowledge of the housing options available to meet the housing needs of families.
- Up to date knowledge of Universal Credit and general understanding of the welfare benefits systems and legislation.

- The ability to carry out assessments of need and risk and identify appropriate responses.
- Effective oral and written communication that can be adapted to communicate with a diverse and vulnerable client group.
- Ability to effectively provide services to non-English speakers using language support.
- IT literate and ability to use a database for casework purposes.
- Working knowledge of GDPR, confidentiality and data sharing protocols.

This role requires staff who have very good interpersonal skills and are sensitive and understanding of the circumstances of recently arrived Afghan refugees.

Staff will work under supervision but must be able to exercise their own initiative and judgement in day-to-day operations.

We welcome applications from candidates who speak any of the Afghan languages particularly Pashto, Dari and Urdu.

Work Environment:

Assessment & Support Officers will be based in the bridging hotels and are required to work a 36-hour week over 7 days via a shift rota which operates between 09.00 and 20.00 Monday to Sunday. As far as is possible weekend shifts will be agreed in advance but there may be occasions when staff are asked to cover shifts at short notice.

People Management Responsibilities:

N/A

Relationships:

- **Housing Needs & Homelessness Prevention service**
- **Adult Social Care**
- **Children's Social Care**
- **Schools**
- **Hotel Staff**
- **Primary Care Trust**
- **Mental Health Trust**
- **Community and Hospital Based Teams**
- **Community Safety/Police**

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG.