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CCS - Community Council for Somerset

Refugee Support Agent

Job Description & Person Specification



somerset **village** &
community agents

part of CCS



Refugee Support Agent

Location: Countywide

Salary	£21,755 - £22,190 per annum (dependent on experience and/or length of service)
Hours	35 hours per week. Some evening and weekend work may be required.
Location	Home-based and working countywide. County-Wide travel will be required with attendance at specific geographical sites.
Contract Length	1 year fixed term contract.
Holiday	25 days per year plus bank holidays.
Reports to	TBC

Job Role

To provide individual and family welfare checks for Ukrainian guests and distribute the emergency subsistence payment. To provide 6 month re-check provision for hosts and guests liaising with CCS colleagues and statutory and third sector organisations as required.

Key Tasks

- Arranging suitable venues for hosting welfare checks including with providers of the Welcome Hubs.
- Conduct welfare checks for Ukrainian refugees through meeting face to face with host families and guests.
- Distribute the compulsory welfare check emergency subsistence payment through Post Office vouchers or by liaising with CCS Finance team to arrange BACS transfers.
- Offer an additional presence in the Welcome (resettlement) hubs alongside Charis, Taunton Welcomes Refugees and other third sector providers.
- Attend CCS Talking Cafes as appropriate to provide support for Ukrainian refugees and their hosts.
- Liaise with Homes for Ukraine (local authority) to ensure all statutory obligations are met and delivered.

Key Tasks Continued..

- Liaise with CCS Somerset Diverse Communities team as appropriate to identify opportunities for joint working and to ensure project and funding opportunities are effectively communicated.
- Complete central spreadsheet to capture data on refugee situation and any associated CCS internal data requirements.
- Provide relevant and timely information as appropriate for hosts and guests.
- Using local knowledge and that of team colleagues, refer guests (and hosts if required) to appropriate services.
- Work with relevant staff to arrange and deliver countywide drop-ins to undertake the compulsory 6 month re-check.
- Liaise with the CCS Admin / booking staff member.
- Liaise with other colleagues as appropriate.

Key Targets

- Ensure that the statutory obligations of the Local Authority are met through provision of welfare checks, distribution of emergency subsistence payments, and 6-month host/guest re-checks.
- Ensure that Ukrainian refugees and hosts have access to information to enable them to access relevant services.
- Ensure that Ukrainian refugees have access to relevant information to enable them to participate in local activities and contribute to community life in Somerset.

Additional Targets

- Take responsibility for your own time management and administration
- Report regularly to the Line Manager
- Attend relevant Village Agent progress meetings and training
- Make necessary links to local services and stakeholders
- Take part in training that is relevant and appropriate to the post as approved by your line manager
- Undergo an annual appraisal and regular supervisory sessions
- Maintain central spreadsheet database and reporting mechanisms
- Complete weekly timesheets

Personal Skills

	Essential	Desirable
Education, Qualifications & Training	<ul style="list-style-type: none">• 5 GCSE's or equivalent, to include English and Maths (A*- C grade)	<ul style="list-style-type: none">• NVQ Level 3 (Health and Social Care) or equivalent• Registration with a relevant health and social care professional body
Knowledge, Experience and Skills	<ul style="list-style-type: none">• Good level of IT skills with experience of databases• Working with clients to find person-centred solutions• Working in or with the voluntary sector with vulnerable people• Providing information to members of the public and professionals using telephone and active listening techniques• Working effectively with people who may be confused, distressed, angry etc• Local Community Awareness• Effective reporting and written communication skills	<ul style="list-style-type: none">• Experience of working with displaced individuals and ethnic minority groups• Adult safeguarding• Public speaking• Presentation skills

Personal Skills continued ...

	Essential
Personal Qualities	<ul style="list-style-type: none">• Ability to deal with challenging behaviour• Use of initiative/self-motivated• Lateral thinker, who can provide creative solutions• Non-judgmental• Thorough with attention to detail• Work confidently remotely• Problem solver, pragmatic and resilient• Positive outlook• Able to maintain confidentiality• Flexible and adaptable• Work in a team and network with partners• Initiative to develop the role• Willingness to participate in training and acquire new skills• Effectively manage your own workload and identify priorities
Other	<ul style="list-style-type: none">• Access to a reliable broadband connection• Full current driving licence• Access to a reliable car insured for business purposes• Enhanced DBS check will be conducted



CCS Disability Confident Certificate

For further information:

Email:

recruitment@somersetccc.org.uk

Call us

01823 331 222

Visit our websites

For information about our projects

Community Council for Somerset

www.ccslovesomerset.org

Somerset Carers - a resource for Unpaid Carers

www.somersetcarers.org

Village & Community Agent dedicated website

www.somersetagents.org



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