Job Profile

Job Title: Refugee Resettlement Support Officer (Sessional Role)	**Service Area:** Welcome Newham
Directorate: Public Health – Adults & Health	**Job Evaluation Number:** 7 8 8 0
Grade: S c a l e 5	**Date of evaluation:**14/08/2026
Accountable to:	**Senior Refugee Resettlement Officer**

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 a Refugee Resettlement Support Officer to be part of its Welcome Newham Team. The Welcome Newham Team is a diverse, multilingual team, who co-ordinate and administrate various Central Government resettlement schemes and offer wrap around support to those seeking sanctuary and asylum in Newham.

The Refugee Resettlement Support Officer will play a particular role in providing effective orientation to newly arrived people and families seeking asylum in Newham. To provide a positive message of welcome and to link arrivals to statutory services as well as local activities to support and promote their health and well-being.

The is a sessional role, used as and when required and will be crucial in connecting asylum seekers and those recently receiving their decisions to existing support including those that are provided by local Voluntary, Community and Faith organisations, schools, Children's Centres, Health and Adult Social Care partners.

The post holder will use existing links with the Social Prescribers Team, Maternity, Health visitors, Children Centres and VCFS organisations to ensure that there is seamless support for children, young people and adults. The post holder will ensure that residents can utilize and access relevant and appropriate support enabling them to achieve better health and wellbeing. The post holder will play a pivotal role in building trust with residents, increasing their confidence and agency over their lives. Where needed, they will follow up with them or ask a member of the hotel team to do so to ensure successful referrals and support is being provided.

This role will help us to identify the gaps in current provision and inform future opportunities for service development.

The Refugee Resettlement Support Officer will apply trauma informed practice, capabilities and approach to supporting residents. The post holder will work closely with a range of partners to promote health and wellbeing of all those seeking sanctuary in Newham. Trauma-informed practice training will be provided.

Job Context

1. The post holder will report directly to the Senior Refugee Resettlement Officer
2. The post holder will conduct outreach work
3. The post holder will not have budget responsibility
4. The post holder will not have line management responsibility.
5. The post holder may be required to work some evenings, weekends and occasional public holidays in order to meet service requirements and to ensure appropriate representation of the Council with residents, the mayor and elected members, and external bodies.

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, calls, emails and in-person visits, exploring the issues that the residents 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.
    - To work with partners (e.g. DWP, Health, Housing, Children's Services, Education, Voluntary and Community Sector) to offer integrated support to people seeking asylum in borough and ensure that robust safeguarding procedures are in place to support vulnerable individuals and families.
    - To provide support to team members helping those seeking asylum who are placed in contingency hotels and dispersal accommodation in Newham.
    - Develop knowledge of local activities and work in partnerships with VCFS organisations.
    - To act in accordance of Safeguarding procedures and other associated policies and procedures.
    - 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.
- Undertake relevant training in order to meet the requirements of the post. This includes training in trauma informed practice, working with migrant families as well as contextual safeguarding and exploitation.
- Raise any issues/concerns with the Team Leader of any discrepancies relating to the administration process.

2. Work with various Case Management Systems

    - Completion of MS/Google forms (and similar) along with our case management welfare system so all our interactions with service users 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 and /or helping a resident to complete any of the below:-

    - Giving information, making applications and linking residents to support to help them fully integrate into their community, such as:
    - Homeless persons advisory service (HPAS)
    - Making applications for School Places
    - GP registrations and HC1 applications
    - May involve helping a resident with a specific issue, such as housing advice, updating benefit journals, ESOL classes or referring on if required to further support their wellbeing and integration to one of the community organisations about a specific query.

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 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.

Personal Specification

Job Title: Refugee Resettlement Support Officer (sessional)	**Service Area:** Welcome Newham
Directorate: Public Health – Adults & Health	**JE Number: 7880**
Grade: S c a l e 5	**Date of evaluation:** 14/08/2026
Accountable to:	**Senior Refugee Resettlement Officer**

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
EDUCATION/QUALIFICATIONS	
GCSE Maths & English at C/4 level or above or equivalent	Application Form
SKILLS AND ABILITIES	
Engaging with members of the public and vulnerable residents to support them.	Application Form
An understanding of delivering culturally appropriate services that are responsive to the needs of children young people and their families.	Application Form/Interview
Handling difficult situations with sensitivity, care, consideration and empathy	Application Form/Interview
Good understanding and awareness of safeguarding principles and issues, including risk assessment.	Application Form/Interview
Ability to give clear directions / instructions	Application Form/Interview
Able to record and convey information accurately	Application Form/Interview
Actively engage in positive cross organisational communications and team working	Application Form/Interview

Integrated multi agency working processes and practices for safeguarding children, young people and vulnerable adults	Application Form/Interview
Values and principles underpinning outcome focused approach	Application Form/Interview
Persistent and proactive approaches in engaging asylum seekers	Application Form/Interview
Establish and maintain professional boundaries To be able to demonstrate at all times the requirement to focus on the needs of the person	Application Form/Interview
EXPERIENCE: Knowledge of third sector organisations and private sector organisations to improve better outcomes for those seeking Asylum and Refugees.	Application Form/Interview
Knowledge and understanding of cultural differences and sensitivities and working in line within the Equality and Diversity Act	Application Form/Interview
PERSONAL STYLE AND BEHAVIOUR Be able to manage confidential data appropriately and to work in a confidential setting	Application Form/Interview
OTHER SPECIAL REQUIREMENTS The post is subject to an enhanced DBS check	Satisfactory clearance at conditional offer stage
Willingness and ability to work flexibly to maintain service delivery.	Application Form/Interview
We are keen to build a multilingual team to best support our residents. The following languages would be especially useful but are not essential: Arabic, Farsi, Pashto, Dari Spanish Asian – Hindi, Bengali, Punjab, Urdu	Application Form