

Job specification



Job title: Local Authority Asylum Support Liaison Officer

Service: Safeguarding, Partnership and Reform

Grade: Grade 7

Reporting to: Operational Manager Community Resilience

Your job

Funded by the Home Office and HCLG for 2 years, Local Authority Asylum Support Liaison Officers (LAASLOs) will play an integral role to facilitate the smooth transition of new refugees from government supported accommodation to mainstream society and facilitate the return of failed asylum seekers. You will work closely with the Home Office to manage a caseload of asylum seekers supported under the Asylum and Immigration Act 1999 who have had their asylum claim determined. This will include both asylum seekers who have been granted and refused leave to remain.

Working as part of the Council's Live Well Programme you will offer intensive support to asylum seekers and refugees. This will involve developing relationships with clients (both families and singles) to develop a holistic service by providing advice, information and guidance to those granted asylum or other leave to remain in the UK and how to access mainstream services. Your job will involve effective partnership working with agencies and partners to promote an integrated and joined up approach to working with asylum seekers and refugees.

You will also work with asylum seekers awaiting a decision on their claim. This will include preparing them for the consequences of a negative decision and highlighting the support available if they receive a positive decision.

For asylum seekers given refugee status or other form of leave to remain, the work you will undertake will seek to support successful integration of adults and children into the Wigan borough community. The Council's Deal approach will be fundamental in the way you work with the clients to support the successful move on from their government accommodation and successful integration into the borough through an asset-based approach. The work you will undertake will minimise instances of homelessness, rough sleeping, poor health, economic hardship and social isolation and improve proficiency in English Language.

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

In this job you will

On an ongoing basis you will:

- Establish and maintain a live client database of asylum seekers supported in the local authority area
- Assess client needs, provide advice and support; and develop an action plan during the "move on" period and beyond

- Negotiate with appropriate services to deliver interventions responding to the client's needs. This will include support around housing, welfare, health, employment and English language; as well as responding to other more complex needs that may be identified as part of the assessment
- Co-ordinate an identified case load of asylum seekers- liaising with appropriate services and professionals where appropriate to ensure client needs and the outcomes of the support plan are met
- Provide advice, guidance and support to asylum seekers and refugees to help them implement and sustain the action plan to achieve sustainable resettlement and to improve the outcomes for them and their families
- Work collaboratively with local statutory and voluntary and community sector organisations to promote an integrated and joined up approach to working with asylum seekers and refugees
- Establish links with key stakeholders in the public, private and voluntary sectors in order to engage them as appropriate in the delivery of the move on plan in the move on period
- Assess clients and provide advice and support to facilitate their removal from the country where this is deemed to be the most appropriate option
- Work out in the community to develop relationships with asylum seekers and the key services they access in Wigan borough
- Develop and maintain a thorough understanding of government policy and legislation with regards to the immigration
- Identify good working practices with regards to asylum seeker move on / resettlement and implement locally as necessary
- Develop links with other LAASLOs in the Greater Manchester region sharing best practice and knowledge to inform and improve local service delivery
- Ensure that the monitoring and reporting of interventions delivered through the LAASLO is captured, and work with the Operational Manager to review and evaluate service provision.
- Link in with any evaluation on the project that maybe undertaken locally, in Greater Manchester and nationally as required
- Contribute to professional meetings such as case conferences, panels and other relevant meetings
- Commit to sharing information in a timely way and discuss any concerns about a client with colleagues
- Contribute to the continuous improvement of the organisation by active participation in service planning, design and working groups
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need

You must be able to demonstrate the following essential requirements:

- Level 4 qualification in housing, social care or related field or an equivalent level of experience relevant to the role
- Good IT skills – Microsoft packages including Word, Excel, PowerPoint, Access and Outlook
- Knowledge of asylum process in the UK
- Experience of undertaking client assessments in order to develop a holistic plan to facilitate their move on from their government accommodation and longer-term sustainable resettlement
- Experience of partnership working to develop sustainable solutions and positive outcomes for client needs
- Experience of working with vulnerable people
- Experience of managing a caseload of individuals / families

- The ability to work in a multi-agency framework
- The ability to motivate clients to engage with service provision as part of their action plan to deliver long term sustainable resettlement in the borough
- The ability to work alone whilst ensuring your working practices keep colleagues safe
- Knowledge around developing sustainable move on options for clients and also wider support such as around health, employment and education
- Experience of delivering guidance both individually and in a group setting
- The ability to establish links with key stakeholders in the public, private and voluntary sectors in order to engage them as appropriate in the delivery of the move on plan in the move on period
- Knowledge of policies and procedures in relation to confidentiality, information sharing and safeguarding
- A desire to deliver the best outcomes for service users
- The ability to represent the Council / service externally
- Hold a current valid driving licence or can demonstrate the ability to travel as required using own or public transport in the most effective manner

Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Be Wigan** behaviours.

Be Positive... take pride in all that you do

Be Accountable... be responsible for making things better

Be Courageous... be open to doing things differently

Individuals with line management responsibilities are also expected to ...

Inspire... lead by example and help others to see the big picture

Care... show genuine concern for people as individuals and value their contributions

Engage... I connect with others both within and beyond the organisation

Staff Deal

Our Staff Deal is an informal agreement with all staff. It outlines what you can expect from us, and in return what we expect from you

Our part

- Provide strong, honest and visible leadership
- Reward your commitment and hard work
- Care for your health and well being
- Listen to you and put your ideas into action
- Support you to give something back
- Offer opportunities to learn and grow

Your part

- Listen, be open, honest and friendly
- Be efficient, flexible and professional
- Care for your health and stay active
- Tell us how we can improve
- Give something back whenever you can
- Take opportunities to learn and grow

- Be one team, one council
- Believe in you

- Be one team, one council
- Believe in yourself and our borough