

**London Borough of Lambeth  
Commissioning Manager & Continuing Healthcare Lead  
Job Description**

Job Title:	Refugee Resettlement Team Leader
Grade:	PO5
Hours:	35
Department:	Adults Social Care
Directorate:	Adults and Health
Location:	Lambeth Civic Centre, Brixton (and travel around the Borough as required)
Responsible to:	Programme Lead for Sanctuary
Professionally Accountable to:	NA

**1. Job Summary**

- Support with the identification of suitable housing for resettled families
- Report progress and issues to the Home Office
- Oversee commissioned provider
- Contribute to Borough of Sanctuary work
- Build relationships with external stakeholders, particularly Voluntary and Community Sector

**2. Job Functions/Responsibilities**

To successfully manage the delivery of the Councils Refugee Resettlement Programme.

Leads on partnership working with key stakeholders including other local authorities, health, police, DWP, other government agencies and the voluntary and community sector, linking into established refugee resettlement structures and other forums.

To manage and have oversight of the support service provided to the vulnerable households.

To ensure the programme has robust governance and monitoring arrangements.

To manage resettlement housing officer and other staffs that will be recruited to support the programme.

To coordinate internal and external support to deliver a successful resettlement support.

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**Summary of Responsibilities and Personal Duties:**

**Main Duties and Responsibilities**

To develop a project plan for the UK Global Resettlement Scheme, Afghan Resettlement and Assistance Policy and Afghan Citizens Resettlement Scheme service prior to the arrival of the service users.

Review UN documentation prior to arrival to consider needs of potential refugees, including medical, professional and housing needs. Prepare reports clearly and concisely for a wide range of professionals.

Review the needs of resettled families and liaise with colleagues across the council to ensure any issues are resolved as soon as possible, e.g. housing, school admissions etc. This require the post holder be confident and assertive to influence a range of stakeholders.

Comprehensive multi agency risk assessing and planning in respect of information received from the Home Office in order to make informed decisions as to the families that Lambeth accepts to the programme.

Ensure that external agencies and involved and informed of any required action, such as processing CAMHS referrals, or providing health assessments and support.

Liaise with a wide range of community groups and charities, including those with expertise in working with refuges and migrants such as Citizens UK to ensure that Lambeth's community plays a long-term role in shaping the model and direction of the programme.

Communicate regularly with the contract support provider including the managers and caseworkers to keep abreast of developments. To have oversight of the support contract through meetings, monthly monitoring forms and longer term evaluation goals.

Arrange, chair and lead on multi-agency meetings with colleagues internally and externally.

Responsible for keeping up to date with government policy and practice and updating and adapting internal procedures. Ensure that members and officers are kept up to date with any changes in this area; including drafting Mayor and Cabinet Reports and briefing council members.

Liaise with regional and national bodies such as other Local Authorities, Home Office, the Local Government Association, London Councils and the Greater London Authority, to ensure that we continually share ideas on different approaches and perspectives on best practice.

Liaise with the Communications Team to manage the programme's communication strategy, this includes sending out regular mail to agencies supporting the programme and drafting information for press releases.

Provide and present performance reports and briefings in relation to the area of work, as required.

Deliver training and awareness briefings to staff and stakeholders, providing expert advice and opinion on refugee resettlement.

Responsible for ensure that all funding is claimed from the Home Office and to ensure that all suppliers are paid promptly.

Submit regular reports to the Home Office on delivery of the programme and support families resettled in Lambeth are given.

To promote and raise awareness of refugee issues with sensitivity and in accordance with Lambeth's principles and values.

To supervise resettlement housing officer and any other posts to be created in delivering Lambeth commitment to resettle refugee families.

To ensure a right housing is identified for refugee families before they arrive to Lambeth and this is furnished based on the family size.

Assist CCG claim health care funding and plan mental health provision.

To participate in supervision, training and relevant internal and external meetings and events.

Internal Contacts: These include Children Social Services, Adult Services. Public Health, Housing, Finance, Community Safety and Education. ▸

External Contacts: These include DWP, NHS, Home Office, LGA, London Council, GLA, and a broad range of community groups, churches and charities.

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

All employees are required to undertake appropriate training and development identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled post holder

**Person Specification**

Commissioning Manager & Continuing Healthcare Lead – Lambeth

**Shortlisting Criteria**

In your written application, you will need to give evidence or examples of your proven experience in each of the criteria marked **E = Essential**. Evidence of other areas will be sought at interview and/or test).

**Interview Scheme for Applicants with Disabilities**

If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with ✓ on the person specification when you complete the application form.

<p>It is essential that in your written supporting statement you give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A)</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under Disability Confident Scheme, you will need to give evidence or examples of your proven experience in the areas marked with a (✓) on the person specification when you complete the application form.</p>			<p><b>Shortlisting Criteria</b></p>
<p><i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i></p>			
<b>Key Knowledge</b>	K1	Working knowledge of issues affecting refugees and housing	A ✓
	K2	Working knowledge of provisions relating to vulnerable people.	
	K3	Knowledge of services, both statutory and voluntary, that provide support to refugees and vulnerable people.	
	K4	Knowledge of compiling reports using data and finance metrics	A ✓
	K5	Working knowledge of health and safety practice in a service delivery environment.	
<b>Relevant Experience</b>	E1	Experience of project management	
	E2	Experience as a team leader	

	E3	Experience of delivering high quality, client centered services to vulnerable individuals	A ✓
	E4	Experience of developing and maintaining excellent working relationships with internal and external stakeholders	A ✓
	E5	Experience of writing clearly and accurately and presenting information to a wide range of audiences.	
<b>Core Behaviours</b>		<p><b>Focuses on People</b></p> <ul style="list-style-type: none"> <li>• Defining expectations and supporting teams to understand the councils vision, being clear on what success looks like</li> <li>• Having an open, honest dialogue with staff to hear what they are asking, then reflecting what they have said, and responding promptly</li> <li>• Providing regular communications, e.g. a newsletter / blog from senior managers</li> <li>• Motivating and engaging staff</li> <li>• Creating a culture of celebrating success</li> </ul>	
		<p><b>Takes Ownership</b></p> <ul style="list-style-type: none"> <li>• Setting a good clear vision and culture</li> <li>• Leading by example by setting an innovative culture</li> <li>• Empowering your managers and staff to be accountable for their work</li> <li>• Being supportive and engaging, floor walking and holding engagement sessions to talk with all your staff</li> <li>• Investing in training and providing learning opportunities to improve</li> <li>• Putting in place effective recruitment plans and strategies</li> </ul>	
		<p><b>Works Collaboratively</b></p> <ul style="list-style-type: none"> <li>• Working collaboratively with other Councils, local businesses and</li> </ul>	

		<p>organisations providing excellent service</p> <ul style="list-style-type: none"> <li>• Ensuring there are feedback loops for passing and receiving information</li> <li>• Giving clear guidance on what collaborative working means for your service areas</li> <li>• Being a role model and showing collaborative behaviour, e.g. listening to opinions and building consensus in meetings</li> </ul>	
		<p><b>Communicates Effectively</b></p> <ul style="list-style-type: none"> <li>• Defining expectations and supporting teams to understand the councils vision, being clear on what success looks like</li> <li>• Having an open, honest dialogue with staff to hear what they are asking, then reflecting what they have said, and responding promptly</li> <li>• Providing regular communications, e.g. a newsletter / blog from senior managers</li> <li>• Motivating and engaging staff</li> <li>• Creating a culture of celebrating success</li> </ul>	
		<p><b>Focuses on Results</b></p> <ul style="list-style-type: none"> <li>• Defining expectations and supporting teams to understand the councils vision, being clear on what success looks like</li> <li>• Having an open, honest dialogue with staff to hear what they are asking, then reflecting what they have said, and responding promptly</li> <li>• Providing regular communications, e.g. a newsletter / blog from senior managers</li> <li>• Motivating and engaging staff</li> <li>• Creating a culture of celebrating success</li> <li>• Defining expectations and supporting teams to understand the councils vision, being clear on what success looks like</li> <li>• Having an open, honest dialogue with staff to hear what they are</li> </ul>	

		<p>asking, then reflecting what they have said, and responding promptly</p> <ul style="list-style-type: none"><li>• Providing regular communications, e.g. a newsletter / blog from senior managers</li><li>• Motivating and engaging staff</li><li>• Creating a culture of celebrating success</li></ul>	
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