



Coventry City Council

Job Description

Post:	Local Authority Asylum Support Liaison Officer	Job Number:	L3708D
Service:	Migration Team	Post Number:	1030754
Location:	One Friargate	Grade:	6

Our values:

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation.

Job Purpose:

To work as Liaison Officer between the City Council, the Home Office and other relevant stakeholders in managing a caseload of asylum seekers supported under s.95 of the Asylum and Immigration Act in the City.

This liaison should support the identified asylum seekers in having their asylum claims determined and provide a holistic support service by:

- (i) Providing advice, information and guidance to those granted asylum or other leave to remain in the UK on how to access mainstream services
- (ii) For those awaiting a decision to prepare them for the consequences of a negative decision and the potential for them to need to be supported in a managed return to their country, and
- (iii) Flagging the support available to them following decisions being made on their asylum applications.

Support the successful integration of adults and families granted asylum by minimising rates of homelessness, rough sleeping, poor health, economic hardship and social isolation and encouraging improved sufficiency in English language skills.

Main Duties and Responsibilities:

1. To facilitate the smooth transition of new refugees from government-supported accommodation into mainstream society during their 28-day 'move on' period.
2. To ensure that any individuals or families are prepared for the possibility of not being able to successfully make a claim for asylum are made fully aware of their circumstances following

decisions.

3. To liaise with the Home Office regarding the return of failed asylum seekers where no other options remain for consideration of their asylum claims.

4. To establish and maintain a live client database of asylum seekers supported in the local authority area.

5. To assess clients and provide advice and support during the 'move on' period on appropriate services including:

- Housing
- Benefits
- Health
- Employment
- English language tuition

6. Work collaboratively with local statutory and Voluntary and Community Sector organisations by promoting their services and managing client referrals where this is appropriate.

7. To take part in the work of the Coventry Migration Forum and work collectively with other City Council officers to maximise the contribution of Voluntary and Community Sector partners to support of asylum seekers and refugees in the City.

8. Record all referrals made and work with statutory and Voluntary and Community Sector organisations to track progress and monitor outcomes.

9. To develop and in depth understanding of the GDPR regulations and good practice around information sharing with statutory and Voluntary and Community Sector partners acting in the best interests of individuals and families living in the City.

10. To report activity and progress to the lead authority every quarter.

11. To evaluate the impact of interventions taken and the service provided to clients at the end of the first and second years, and contribute to the Government's evaluation of the service at the end of the second year.

12. Tailor the national approach to supporting successful new refugees by designing and agreeing innovative interventions appropriate to the City.

13. To take into account the benefits to the established resident community of activities and interventions taken.

14. To assess clients and their circumstances and provide advice and support to support their overall wellbeing, including when this is best achieved by removal from this country to either their country of origin or an alternative.

15. To provide advice and information and support policy development regarding the City's asylum seeker and refugee population working with relevant elected members, directors and other

managers as appropriate.

16. To take part in continuing professional and personal development planning.

17. To work as part of the Building Bridges / CMF team and the wider Migration function of the Council.

18. To be mindful of the City's status as a City of Sanctuary and International City of Peace and Reconciliation and ensure that the City's reputation is enhanced by work to support the successful integration of new refugees into the City.

- Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Responsible for:

Responsible to :Project Manager

Date Reviewed: 19/11/21

Updated:



Coventry City Council

Person Specification

Post:	Local Authority Asylum Support Liaison Officer	Job Number:	
Service:	Migration	Post Number:	1030754
Location:	One Fria	Grade:	6

Area	Description
------	-------------

Knowledge:	Of national legislation related to consideration and determination of claims for asylum under UK law and the support provided by the Home Office for individuals and families awaiting decisions (Asylum and Immigration Act 1999).
	The roles of statutory and non-statutory agencies as regards support for asylum seekers and refugees.
	Knowledge and understanding of best practice in the engagement and support of asylum seekers and refugees.
	Of data protection and confidentiality issues (GDPR)

Skills and Abilities:	Able to initiate and sustain appropriate relationships with assigned asylum seekers and engage with them to the objectives of the post.
	Able to sustain appropriate relationships, partnerships and networks to improve the outcomes for asylum seekers dispersed to the City and their transitions post decision-making.
	Able to demonstrate an impartial, non-judgemental attitude relating to the circumstances presented by asylum seekers and promote their best interests.
	Able to communicate effectively with people from a variety of cultural backgrounds and organisational backgrounds and in all settings, including both written and verbal, including presentation, training to professional groups and outcome reporting.
	Organisational and planning skills, including an ability to prioritise between completing demands on personal and professional resources.
	Able to work using own initiative to assess needs, appraise evidence and provide evaluation, analysis and where appropriate referral to other professionals / services.



Coventry City Council

	<p>Analytical skills to enable effective analysis of the success of various interventions and interactions and clear and accurate reporting.</p> <p>IT literate –word processing, spreadsheets and email and able to utilise IT in problem solving</p>
--	--

Experience:	Of working with vulnerable clients and developing successful relationships.
	Of working with statutory and Voluntary and Community Sector agencies.
	Providing advice and support.
	Developing, implementing, monitoring and evaluating new policies and processes.
	Managing change and using negotiation skills to improve outcomes.
	Acting impartially and being able to balance organisational priorities with the best interests of individuals and families.

Educational:	•
	•
	•

Special Requirements:	
------------------------------	--

Date Reviewed:

Updated: