



## Job Description

**Job Title:** Resettlement Support Worker  
**Terms:** Fixed term (18 months) 39 hours per week Contract  
**Location:** Meath County

Working with service providers and local communities the work of the resettlement support programme will be divided into three phases:

1. To support refugees in the first weeks post arrival in the community
2. To develop programmes and activities to promote participation and inclusion in society
3. To develop mechanisms that promote self- sufficient and independent living.

### Phase 1

In the first 4 months the Resettlement Support Worker will ensure that the resettled refugees move seamlessly into their new homes, that they are linked with the local service providers and that they have a point of contact should issues arise.

In the short term the majority of the activities will involve making linkages with service providers and ensuring that the refugees are in receipt of their rights and entitlements. The activities will include (this list is not exhaustive)

- Supporting the Office for the promotion of Migrant integration (OPM) resettlement staff to ensure that programme refugees are linked to mainstream service providers in the immediate period post arrival.
- Providing immediate support to recently arrived programme refugees resettled in the local community.
- Ensuring that each family receive information with regard to the running of their new home and monitoring progress on a weekly basis for the first month.
- Building on the cultural orientation programme provided on arrival thus ensuring that the programme refugees are aware of their rights and entitlements and are in receipt of same in a like manner to an Irish citizen.
- Identifying other services available locally and making the necessary introductions and linkages.
- Supporting mainstream service providers in their efforts to identify and provide services such as childcare dental and optical services, medical appointments linkages to sporting and other local activities.
- Ensuring that service providers are made aware where issues arise with regards to service provision.
- Monitoring and reporting racism and discrimination wherever it is found
- Making appropriate provision for persons with special needs, including working with mainstream service providers with regard to accessing appropriate services outside of the area.

- Liaising with LCETB with regard to English Language learning provision.
- Ensuring that each resettled refugee has an appointment with a Department of Social Protection Officer with a view to assessing what payments they should be claiming.
- Implementing a programme of activities designed to support the newly arrived refugees

## **Phase 2**

During this part of the resettlement programme, the Resettlement Support Worker will develop a range of actions and activities such as after schools programmes, women's groups, weekly community meetings and drop in clinic, youth activities, will make linkages with sports clubs and promote participation by refugees at a local level. The Resettlement Support Worker will monitor how each family is coping with their new environment and begin the process of linking the newcomers with the local community, promoting independence and creating awareness with regards to their responsibilities.

### **This will involve:**

- Visiting each family on a 4-6 week basis to identify issues arising and to monitor household management.
- Establishing a drop in centre for queries
- Referring refugees to mainstream service providers including information services and providing advice on how the refugee should access these services – i.e. building capacity in the refugee community rather than doing it for them.
- Responding to issues arising – by identifying where additional support/training is required identifying the appropriate service provider making the necessary arrangements for support and training to be provided and monitoring progress.
- Monitoring, recording and evaluation the quality of services delivered to refugees on a continuous basis.
- Developing findings into periodic reports for dissemination to management, steering group, working groups and the Resettlement Unit OPMI.
- Develop intercultural competencies among service providers to ensure refugees are enabled to access services independently and appropriately.
- Supporting the refugees to actively engage with local sporting, social cultural and religious organisations.
- Monitoring engagement – particularly with regard to young adults – and supporting them to participate.
- Organising training and information events for the refugees.
- Building linkages that will enable the development of mentoring and support structures.
- Networking with facilitators in other resettlement communities to identify and transfer models of good resettlement practices at a local level.
- Identifying in consultation with the programme refugees any training programmes needed to prepare them for entry into the labour market and to liaise with the mainstream service providers to encourage participation in such programmes.
- Reporting to the Inter-Agency Working group on issues and actions taken

## **Phase 3**

After 6 months the refugees should be in a position to manage their lives independently.

### **During this period:**

- The Resettlement Support Worker will be in a position to identify the most vulnerable cases and refer them to the mainstream support services and to monitor follow up.
- In consultation with refugees and service providers the Resettlement Support Worker will identify issues arising with regard to service provision. In consultation with the service providers the Resettlement Support Worker will develop strategies for addressing same and report on same to the Inter-Agency Working Group.
- The Resettlement Support Worker will focus on community development with a view to preparing the community to represent themselves.
- The Resettlement Support Worker will prepare interim and annual reports and manage and report on budgets and spending to the Inter Agency Working Group.
- The Resettlement Support Worker has a role in motivating encouraging and facilitating refugees to live independently.
- The Resettlement Support Worker will identify other resources that will promote the long term integration of the group
- The Resettlement Support Worker will not replace mainstream service provision but will identify where gaps arise and should guide the refugees in how to access mainstream services

### **Person Specification**

The person recruited will have a Third Level or other professional qualification in Community Development: Development Education or a Social Science discipline and at least 3 years work experience in a developmental role or one years' experience working in a intercultural environment or: at least 5 years work experience in a developmental role in a community development context.

- He/she will be a self-starter, can work independently, be motivated to work with a disadvantaged refugee community, be willing to work outside their normal practice, have experiences of working with disadvantaged communities or have worked with other nationalities and who understands the impact of cultural differences and life experiences. The person will be willing to respond to calls for assistance from a vulnerable community in a respectful and courteous manner.
- He/she will be self-motivated and able to work independently have good communication skills and a good understanding of the skills needed to work using interpreters. Experience of working with other nationalities will also be valued in the Resettlement Support Worker.

### **He/She will be expected to have:**

- An understanding and knowledge of the local development sector and local authorities, HSE, ETB and other agencies and service providers, government departments, elected representatives, funding bodies, employer organisations and employers.
- An understanding and knowledge of the rights and entitlements of persons dependent on state supports and a knowledge of children first legislation.
- Excellent group development and facilitation skills and experience, and experience and/or understanding of conciliation work and/or a willingness to participate in conciliation work training activities.
- An understanding and appreciation of the issues and needs confronting the target group and an ability to engage with service providers on matters of service provision.
- An ability to work within strict administration systems and a working knowledge of Microsoft applications.

- Excellent strategic planning and organisational skills a proven track record.
- Strong oral and written communication skills and an ability to observe analyse monitor and report.
- Strong inter personal communication skills and an understanding, respect and empathy for the needs of Ethnic Minority Groups.
- A thorough knowledge of the principles and processes of community development and expertise in a broad range of development models in particular those appropriate to Ethnic Minority Group and knowledge of the mainstream model of integration.
- Knowledge of Children First legislation
- Budgeting, financial management and cost control skills
- A background in International development is desirable

**\*Current full driving licence and own transport is essential**

To apply please send C.V. and covering letter to [recruit@respond.ie](mailto:recruit@respond.ie) before close of business Friday 18<sup>th</sup> June, 2021.



**EUROPEAN UNION**  
**Asylum, Migration  
and Integration Fund**



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