

## **Resettlement Support Worker – Job Description**

**Location:** Berkshire, England, United Kingdom

**Salary:** NJC Scale 7–12 (£25,584–£27,711)

**Contract:** 1 year, full-time, renewable subject to funding and appraisal

**Base:** Reading and Newbury Offices

**Hours:** 37.5 per week

## **About Refugee Support Group**

Refugee Support Group (RSG) has been providing advice and support to refugees and asylum seekers for over 30 years. In addition to our Reading-based support, advice, and drop-in services, RSG works across Berkshire to assist Afghan families accommodated under the UK Government's resettlement programme.

Following a period of growth and expansion, we are seeking to strengthen our team by recruiting a Resettlement Support Worker. This role will help us maintain our client-focused approach, uphold best practices, and ensure compliance with statutory regulations in the delivery of our services. More information about RSG can be found at [www.refugeesupportgroup.org.uk](http://www.refugeesupportgroup.org.uk)

## **About the Role**

We are looking for a dedicated Support Worker to join our team and provide comprehensive, wrap-around support to Afghan families under the resettlement programme. Some families may have complex needs and will be based in Reading, Wokingham, and West Berkshire.

You will coordinate support activities within RSG and signpost clients to external partner agencies. A full driving licence and access to a car are essential due to travel requirements across the boroughs.

## **How to Apply**

Please forward a CV and cover letter (2 pages max) outlining your suitability for the role. Please ensure you refer to all criteria of the job description and person specification. Send to: [recruitment@rrsg.org.uk](mailto:recruitment@rrsg.org.uk)

## Key Responsibilities

- Work collaboratively within the RSG support team to coordinate support activities.
- Plan and manage pre-arrival arrangements for new families, including reception and orientation.
- Provide practical support to refugees on welfare, finances, health, housing, life skills, personal safety, parenting, education, and employment.
- Promote sustainable independent living by helping clients develop essential life skills (e.g., liaising with landlords, understanding benefits, paying bills, preparing for work).
- Support long-term integration through tailored services and collaboration with other service providers.
- Conduct risk assessments and take appropriate action.
- Develop Personal Integration Plans (PIPs) with clients.
- Deliver support via various platforms (e.g., face-to-face, telephone, email).
- Liaise with local authorities and partner organisations to ensure coordinated support.
- Maintain accurate case notes and complete monitoring paperwork to a high standard.
- Provide written and verbal reports as required.
- Contribute to service planning and development with the team manager.
- Attend meetings with local authorities and other organisations.
- Adhere to RSG and Local Authority policies, including safeguarding, health and safety, and data protection.
- Undertake other duties appropriate to the grade of the post.

## Person Specification

### Essential Criteria

- Experience supporting marginalised or vulnerable groups.
- Understanding of refugee integration challenges.
- Cultural awareness and ability to work with diverse communities.
- Minimum one year of face-to-face community support experience.
- Experience making referrals to statutory and partner agencies.
- Ability to work within a small team and multi-agency framework.
- Strong time and project management skills.
- Proficiency in Microsoft Office and general IT skills.
- Full driving licence and access to a car.
- Ability to manage workload and meet deadlines.
- Excellent verbal and written communication skills.

## Desirable Criteria

- Awareness of Afghan refugee resettlement programmes.
- Knowledge of safeguarding policies (Child Protection, Safeguarding Adults, PREVENT).
- Fluency in additional languages, especially Pashto or Dari.
- Experience providing interpreting support.
- Understanding of equality and diversity legislation.
- Relevant professional qualifications (e.g., housing advice).
- Knowledge of the UK welfare benefits system.
- Experience working with diverse service users.
- Willingness to work occasional unsocial hours.

## Terms and Benefits

- **Probation Period:** 3 months
- **Notice Period:** 1 month (either side)
- **Annual Leave:** 25 days + bank holidays
- **Additional Leave:** 1 extra day per year of service (up to 5 days)
- **Pension:** 6% employer contribution
- **Employee Assistance Programme (EAP):** 24-hour confidential support line and access to counselling
- **Cycle to Work Scheme**
- **Christmas Shutdown:** At the trustees' discretion
- **Welfare Days:** 2 per year

## Additional Documents

- Equal Opportunities Monitoring Form (.docx)

## Key Dates

- **Posted On:** 15<sup>th</sup> Aug 2025.
- **Closing Date:** 9.00am Friday 12th September 2025
- **Interview Date:** Tuesday 16th September 2025