

Role Profile

Job Title:	Welfare Officer
Location:	Barnet Council
Department:	Sanctuary Team
Directorate:	Communities, Adults and Health
Grade:	H - £39,276 - £42,771
Type of Working:	Hybrid
Reports to:	Operations Manager

1. Job Purpose:

The Welfare Officer for sanctuary in Barnet is responsible for ensuring the well-being and support of sanctuary seekers resettling in the Barnet community. This will be largely focused on Ukrainian guests through the Homes for Ukraine programme, with the potential to expand to other cohorts.

This role involves undertaking a comprehensive, strength-based assessment of refugee individuals and families, and coordinating resources, support and signposting to promote successful integration and resilience.

They will also engage with the community to understand current challenges, and will support with delivering initiatives and events aimed at improving the lives of sanctuary seekers in Barnet.

2. Key accountabilities:

- Ensure DBS checks are done on new sponsors (Homes for Ukraine) aligning with the Council's DBS/safeguarding policy.
- Conduct thorough assessments of refugee families to identify their specific needs, vulnerabilities, and strengths, using a person-centered approach to develop tailored support plans.
- Offer personalised support and assistance to sanctuary seekers, addressing their immediate and long-term welfare needs, including accommodation, healthcare, education, employment, and social services.
- Provide ongoing case management and advocacy for refugees, ensuring access to essential services, benefits, and entitlements, while empowering them to navigate systems and make informed decisions.
- Liaise with relevant service providers, government agencies, and community organisations to facilitate referrals and coordinate support services, ensuring a holistic and integrated approach to refugee welfare.
- Respond promptly to crisis situations and emergencies affecting refugee families, providing emotional support, practical assistance, and referrals to specialized services as needed.

- Foster positive relationships with sanctuary seekers and the wider community in Barnet, organising social activities, cultural events, and support groups to promote social cohesion and mutual support networks.
- Participate in program evaluation, feedback mechanisms, and quality assurance processes to identify areas for improvement and ensure the delivery of high-quality, client-centred services.
- Collaborate with different organizations (e.g., NCG, Beam, HealthProm, Bread&Butter, etc.) to assist with their projects and events to ensure they are relevant for the residents; handling promotion; getting referrals

3. Financial Responsibilities:

Collaborates with the Accountancy Officer to ensure that payments are processed accurately and on time, in compliance with regulations.

4. Health and Safety Responsibilities (choose one option):

As an employee of the London Borough of Barnet, you are required to:

- Abide by Barnet's health and safety policy and associated arrangements
- Complete mandatory health and safety training
- Follow safe systems of work and use devices/guards provided for safety.
- Wear/use personal protection equipment where issued and instructed to do so, including lone working devices.
- Report any Accident/Incidents/Hazards.
- Take care of your own and other's safety, health and wellbeing

5. Promotion of Corporate Values

To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

Caring / **L**earning to Improve / **I**nclusive / **C**ollaboration

6. Flexibility

In order to deliver the service effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

7. The Council's Commitment to Equality

To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

PERSON SPECIFICATION

Job Title	Welfare Officer
Location:	Barnet Council
Department:	Sanctuary Team
Directorate:	Communities, Adults and Health
Grade:	Grade H £39,276 - £42,771
Type of Working	Hybrid – minimum 3 days a week in Colindale office
Reports to:	Operations Manager

Criteria	Essential/Desirable	Assessed by:
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Professional Membership/Qualification		
Bachelor's degree in social work, psychology, human services, or a related field.	/Desirable	Application/Interview
Experience & Knowledge		
Demonstrated experience in providing welfare services to refugees, migrants, or displaced persons, including needs assessment, case management, and advocacy	Desirable	Application/Interview
Ability to speak, read, and write Ukrainian fluently, enabling effective engagement, support, and communication with Ukrainian residents and families.	Essential	Application/Interview
Knowledge of community resources, local networks, and partnership opportunities to enhance the support and integration of refugees into the community.	Essential	Application/Interview
Understanding of safeguarding procedures, risk assessment processes, and ethical considerations in working with vulnerable individuals and families.	Essential	Application/Interview
Proficient at Microsoft applications including Word, Excel, Powerpoint, Outlook and Publisher	Essential	Application/Interview
Familiarity with trauma-informed care principles, cultural competency, and cross-cultural communication skills to effectively engage with diverse populations and address their unique needs.	Essential	Application/Interview
Comprehensive knowledge of social welfare systems, benefits, entitlements, and support services available to refugees in the UK, with a focus on the specific needs and challenges faced by sanctuary seekers.	Essential	Application/Interview
We actively encourage people with lived experience of seeking sanctuary to apply for this role. There will be no requirement to share your personal experiences.	Desirable	
Skill & Ability		
Proficient in conducting comprehensive assessments, developing support plans, and monitoring progress towards goals, while ensuring client confidentiality and dignity.	Essential	Application/Interview
Problem-solving: Sound judgment and problem-solving abilities to address complex welfare issues, identify barriers, and develop creative solutions in collaboration with clients and partners.	Essential	Application/Interview
Ability to work collaboratively with multidisciplinary teams, community organisations, government agencies, and other stakeholders	Essential	Application/Interview
Strong organisational skills, with the ability to prioritize tasks, manage caseloads, and meet deadlines in a fast-paced and dynamic environment.	Essential	Application/Interview

Strong advocacy skills to effectively represent the interests and rights of refugees, raising awareness about their needs, and mobilising support from relevant stakeholders and decision-makers.	Essential	Application/Interview
Excellent customer care and communication skills	Essential	Application/Interview
Values & Behaviours		
Caring		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential/Desirable	Application/Interview
Empathy- I say "thank you" and "well done" where appropriate, and take time to 'check in' to see if the people I work with are ok	Essential/Desirable	Application/Interview
Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential/Desirable	Application/Interview
Learning to Improve		
Insight- I regularly rely on evidence and professional standards to support my work and decision making.	Essential/Desirable	Application/Interview
Agile-I am fully empowered to act within the scope of my role	Essential/Desirable	Application/Interview
Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	Essential/Desirable	Application/Interview
Inclusive		
Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Essential/Desirable	Application/Interview
Engage with discomfort- I am open to and reflect on what makes me uncomfortable and use my engagement with others to challenge myself and constructively challenge others	Essential/Desirable	Application/Interview
Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.	Essential/Desirable	Application/Interview
Collaborative		
One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a	Essential/Desirable	Application/Interview

Caring for **people**, our **places** and the **planet**

way of learning from and improving the way I work with others		
Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet	Essential/Desirable	Application/Interview
Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Essential/Desirable	Application/Interview