



Job Description and Person Specification

Refugee Resettlement Support Worker

Contracted Weekly Hours:	37.5. Monday – Friday 9am-5pm.
Contract type:	12 months
Salary:	£26,796.90 per year
Annual Leave:	25 days annual leave plus 8 bank holidays per annum.
Location:	Based in Bournemouth, with regular travel across BCP and Dorset. The role offers a hybrid working arrangement, with opportunities to work remotely when not required to attend visits, meetings or other in-person activities. Valid UK driving licence and use of own vehicle is essential.

International Care Network is a Christian charity whose aim is to help to rebuild the lives of refugees, asylum seekers and vulnerable migrants. We are looking for an experienced support worker to support individuals and families under all relevant Government resettlement schemes (predominantly Afghan, but not limited to), who have been resettled in Bournemouth, Christchurch, Poole and Dorset. Travel across BCP and wider Dorset are an integral part of this role, so a valid UK driving licence, use of your own vehicle and confidence driving are essential.

Responsibilities:

- Take on a caseload of refugee families or individuals and their support, under the guidance and support of the Refugee Resettlement Manager. This may include
 - Arranging and/or liaising with ESOL classes (English for Speakers of Other Languages)
 - Health (dental care, GP, hospital appointments and consultant referrals, including referrals to mental health services where appropriate)
 - Contacting and setting up home utilities
 - Support with accessing the welfare system (Universal Credit and other appropriate benefits)
 - Budgeting assistance
 - Access to education (schooling/nursery/college)
 - Introduction to local area and community integration (including support navigating local transport)
 - Support into volunteering and employment opportunities
 - Giving general advice and support suited to each of the family's needs.
- Arrange and attend meetings/appointments with various public services and/or stakeholders. This could range from hospital/doctor's appointments to school parent's evenings. This will involve transporting adults or families in your vehicle with you (see below for notes on insurance).

- Assist the resettlement team with preparation and furnishing of new properties ahead of families' arrival dates, under the guidance and support of the Resettlement Manager. This may involve assisting with the cleaning of properties and building simple furniture.
- Liaise with local volunteers or third-party professionals (health visitors, social workers, family support etc) who support the resettled families.
- Liaise with the local authority leads for Bournemouth, Christchurch and Poole Council (BCP) when and where appropriate, under the guidance and support of the Resettlement Manager.
- Book interpreters for meetings/appointments where appropriate.
- Liaise with the families regularly (via interpreters if needed) regarding their schedules, needs, appointments etc.
- Visit the families in their homes regularly for support work.
- Complete various application forms for and/or with the families (this could be welfare forms, school admission forms etc).
- Keep up-to-date and accurate case notes and records for each family.
- Record simple data for quarterly statistic reports.
- Attend the occasional evening/residential weekend event (this is very infrequent and will always be discussed in advance).
- Adhere to all ICN policies and procedures including lone working, code of conduct, safeguarding and confidentiality.
- To represent ICN in all aspects of the role and to be supportive of ICN's ethos.
- To play an active and supportive role in the organisation and to undertake additional tasks as requested where appropriate.

Equality, Inclusion & Disability Confidence

ICN is committed to ensuring that all employees and applicants are treated fairly and consistently. As a Disability Confident Employer, ICN provides reasonable adjustments throughout the recruitment process and within the workplace where required. The organisation promotes equality of opportunity and does not tolerate unlawful or unfair discrimination on the grounds of gender, age, marital or civil partnership status, race, nationality, ethnic or national origin, disability, religion or belief, sexual orientation, gender reassignment, pregnancy or maternity, trade union membership or non-membership, or political beliefs. Employment-related conditions and requirements are applied only where they can be objectively justified.

Safeguarding

ICN maintains robust safeguarding policies and procedures to ensure the safety and welfare of service users, staff and volunteers. All employees are required to adhere to these procedures and complete relevant safeguarding training. Roles that involve contact with children or vulnerable adults are subject to the appropriate level of Disclosure and Barring Service (DBS) checks in line with ICN's safer recruitment practices

Person Specification:

Knowledge, skills and experience:

- To be an experienced, effective and efficient support worker, particularly of vulnerable people/families. To be able to take initiative to coordinate the work needed to support the families.
- Experience of relating to or working with refugees, asylum seekers and other vulnerable migrants (Desirable).

- Experience of working with local authority and other stake holders, and to be able to relate and communicate professionally with them (Desirable).
- Understanding of the Government's resettlement schemes (Desirable). (e.g. The Vulnerable Persons Resettlement Scheme, The Afghan Relocation and Assistance Policy, Afghan Citizens Resettlement Scheme).
- Understanding of reasons why people are having to flee, and the challenges refugees may face when resettling here.
- Confident to use initiative.
- To maintain clear appropriate boundaries in all beneficiary, stakeholder, public and staff relationships.
- To provide care and compassion without discrimination.
- To identify the appropriate relationship between compassion and organisational constraints in responding to client cases.
- Able to relate to people of other cultures and faiths, or none.
- To be able to complete records and paperwork quickly and effectively.
- Proficiency in Microsoft Office Suite.
- Good administration skills.
- Fluent in English.
- Good written and verbal communication skills.
- Good time management, particularly being able to manage your own workload which will involve supporting various families at once.
- To be able to work autonomously and as part of a team.
- Transparent, actively open, positive and accountable in all matters.
- To be supportive of ICN's ethos.
- Members of staff are required to be sympathetic to the Christian values and ethos of the organisation. Please see the 'Our Story' section of our website for more information (<https://www.icn.org.uk/about-us/our-story/>). Rebecca Fell (CEO) warmly welcomes any questions or discussion about this or any aspect of the JD. She can be contacted on 01202 589395.

Additional Essential Requirements:

- Eligibility to work in the United Kingdom.
- Enhanced Disclosure and Barring Service (DBS) clearance.
- There will be a substantial driving requirement for this role across Bournemouth, Christchurch and Poole as well as wider Dorset. **You will need a valid UK driving licence and your own reliable vehicle and to be a confident driver.** Work related mileage will be paid to you monthly alongside your salary at 45p per mile. You will be required to visit families and support them with local appointments. This often means having the families in your car with you and so business insurance will be required.

Please note: This job description and person specification are intended as a general guide to the duties and responsibilities of the role and should not be regarded as exhaustive.

Accountability:

To the Resettlement Manager

Benefits:

Company pension scheme

Staff welfare opportunities including socials.
Training opportunities relevant to role.

To apply for this position, please complete the application form and return it via email to Emma Lee, Director of Operations by 9am on **Monday 7th September 2026**. Applications can be sent by email to: e.lee@icn.org.uk. **Please note: We cannot accept applications that do not include the completed application form. We do not require a separate CV.** Interviews likely to take place the week commencing 14th September 2026. Interview dates can be flexible if required.