PUBLICA

Role Description and Employee Specification

We deliver great services to local communities on behalf of their local council. We are owned by the Councils and not shareholders, so we know our priorities and have strong values. At Publica we put people and our communities at the centre of everything.

Job title:	Housing Solutions - Resettlement Support Officer	**Location:**	West Oxfordshire
Department:	Housing Solutions	**Service:**	Housing Solutions
Reports to:	Housing Lead	**Working Hours:**	37 hours per week
Job group:	Case/Field Worker - Level 2	**Peer group no:**	PG-I15
Business World Post number:	New Post	**Direct Reports (if applicable):**	None
FTE Salary pro rata:	£33,341 - £34,799 per annum (26/27 NJC pay award pending)	**Contract type:**	2-year Fixed Term.

Main purpose of this specific role:	**Housing and tenancy support** Provide person-centred housing, tenancy sustainment, resettlement and

	integration support to individuals and families on an Afghan resettlement scheme. **Independence and community integration** Help households secure, establish and maintain suitable accommodation, access essential services, build independence and integrate into their local communities. **Partnerships and support through change** Build trusted networks and partnerships in the private rented sector to improve opportunities for securing sustainable tenancies. Lead communication and manage change effectively to guide Afghan households through this process.
Main requirements of this specific role:	• Help households secure and sustain long term accommodation, liaising and negotiating with landlords, agents and housing providers to prevent homelessness. • Encourage households to consider all housing options and manage expectations of families sensitively from a person-centred approach and working within cultural differences and interpreters. • Build a strong local network of reliable private rental contacts with credible options for renting to resettled Afghan households, as well as explore private rental networks nationally in areas where households wish to relocate to. • Manage a varied caseload, complete needs and affordability assessments, and agree tailored support plans. • Provide practical, trauma-informed advice on tenancy rights and responsibilities, budgeting, rent, utilities, council tax, repairs and household management. • Enable families to budget in their new homes, including advocating with services such as utility companies. • Accompany families to property visits, where needed, and encourage a broad consideration of property types and locations. • Support moves into accommodation and work with Resettlement team to ensure access to essential services, including welfare benefits, healthcare, education, childcare, banking and English language learning.

	• Promote independence through employment, training, volunteering, digital inclusion and community participation in conjunction with Resettlement team and external partners. • Identify risks to tenancy sustainment and safeguarding, take appropriate action and refer to specialist services where needed. • Develop effective working relationships with internal teams, statutory services, voluntary organisations and community partners. • Maintain accurate case records, support plans, outcome information and reports in line with programme, data protection and information governance requirements. • Provide housing options, information and signposting. • Carry out any other Housing related functions as directed by the Housing Lead • Work flexibly across the district, including occasional work outside normal hours, in accordance with lone working and health and safety procedures.
Essential qualifications/skills/experience specific to this role:	• A minimum qualification equivalent to NVQ Level 3 or A level, and/or three years relevant experience. • GCSE English and mathematics at grade C/4 or above, or equivalent. • Experience of supporting people or families with complex or multiple needs through effective case management and support planning. • Experience of providing housing-related, tenancy sustainment, resettlement, advice or community support. • Knowledge of the housing sector, including social housing and private rented accommodation, and an understanding of tenancy rights and responsibilities. • Experience of securing private rented accommodation and developing relationships with landlords and letting agents. • Proven experience of using communication and change management skills to manage expectations, challenge difficult behaviour and guide others through change. • Knowledge of welfare benefits, budgeting, affordability and financial inclusion. • An understanding of the barriers faced by refugees, people who have experienced displacement and newly arrived communities. • Ability to provide person-centred and trauma-informed support while maintaining professional boundaries.

	• Ability to engage, motivate, negotiate and advocate effectively, including in challenging situations. • Ability to build effective relationships with customers, landlords, housing providers, partner agencies and colleagues. • Excellent written communication and digital skills • Understanding of safeguarding, confidentiality, data protection and professional boundaries.
Desirable Requirements Qualifications, Skills and Abilities:	• Experience of refugee resettlement programmes, particularly one to one support for Afghan households and knowledge of Afghan culture • Ability to speak Dari, Pashto, Farsi or another community language. • Experience of working with interpreters and people from different cultural backgrounds. • Knowledge or experience of housing options and statutory homelessness legislation and duties.
	Generic Job Profile:
Main Purpose of a role within this job group:	The purpose of this role is to: • Take ownership of customer cases, including consultation with relevant subject matter experts • Dealing with complex and / or specific service requests which may require co-ordinating / combining responses and expertise from a number of subject matter experts • Undertake site visits if/when required • Take ownership of complex or protracted cases and progress to resolution

Key Responsibilities of a role within this job group:	• Deal with complex service requests, which may require detailed knowledge of a specific functional area across the organisation and/or externally • Manage and resolve a range of case work or investigations to conclusion using detailed knowledge of the subject area and work within relevant legislation, prescribed policy, procedures and guidelines • Consult with technical colleagues as required • Maintain an understanding of appropriate legislation, policy, procedure, business requirements and guidelines • Ensure all relevant customer and company information is captured and recorded accurately • Planning and prioritising workloads in order to meet agreed short term objectives • Carry out duties with discretion, integrity and maintain confidentiality • Understand and demonstrate commitment in delivering the key performance indicators within the function • Undertake any other Housing related duties as reasonably required, consistent with the responsibilities and grading of the post
General Accountabilities:	• Safeguarding – The Council/Publica is committed to meeting its statutory and moral duties to safeguard and promote the welfare of children, young people under 18 years of age and adults at risk who are the recipients of its services and/or activities. • The post holder is responsible for maintaining a safe working environment and ensuring as far as reasonably practicable that safe working practices are adopted by employees within this work environment • Work in compliance with the Codes of Conduct, Regulations and policies of Publica • To support the response to a major incident, including taking up a designated role within the emergency management framework

Special Conditions:	• There may be a requirement to work at other Publica Group (Support) Ltd and/or client locations to meet the needs of the business • You will be expected to work reasonable additional hours in line with the needs of the service • Full UK Driving License • Ability to travel/ access to a vehicle for work purposes • Your role will require a Baseline Personnel Security Standard Check (BPSS) • This role is a 2 year fixed term contact and subject to external funding.

Date reviewed:	4 November 2026	
Reviewed by:	Caroline Clissold	
Manager job title:	Head of Housing Solutions	
Date of issue:	5/11/2026	
Checked HRBP:	Siobhan Padfield	November 2026