



Job Description

Terms of employment:

Title:	Refugee & Migrant Support Services Manager
Responsible to:	Board of Trustees
Responsible for:	Staff and volunteers
Base:	Entraide, Three Trees Community Centre, Chelmsley Wood, Birmingham
Salary:	£26,000 rising to £27,000 per annum
Benefits:	Pension contribution up to 5% of total salary + refund of work related travel expenses at the rate of £0.45 per mile
Holiday entitlement:	24 days plus statutory bank holidays.
Type of Contract:	Fixed term – funded until 30 th June 2023
Hours of work:	37 hours (Monday to Friday- and very occasionally some evenings) with provision for time to be taken off in lieu where hours are worked in the evening.

The successful applicant will require a satisfactory Enhanced DBS check.

Background:

Entraide is a charity based in North Solihull. Our aim is to promote the wellbeing of asylum seekers, refugees and other vulnerable migrants in Solihull and the surrounding area and to facilitate their integration into society. We also work in Africa where we implement a number of projects aimed at reducing poverty and improving the quality of life of marginalised communities.

Entraide is looking to recruit a Service Manager to coordinate our UK programme which includes the following activities/projects:

Casework providing tailored support on a wide range of issues including OISC Level 1 immigration advice to asylum seekers, refugees and other vulnerable migrants.

Homework Club: which runs every Thursday and Friday, providing children from refugee and migrant background with additional support in Maths, English as well as leisure activities to improve school attainment.

Befriending Scheme through which we offer support, encouragement and companionship to refugees and asylum seekers who have experienced loss and trauma and are attempting to rebuild their lives in the UK.

Syrian Vulnerable People Resettlement Scheme: working with Solihull Council and other agencies to support Syrian families resettled in the borough through the Syrian Vulnerable People Resettlement Scheme

Job Purpose:

The Service Manager will have the overall responsibility of running advocacy support for refugees asylum seekers and other migrants (including EEA nationals), providing one-to-one support, combating their destitution and enabling their access to healthcare, housing, welfare benefits, education, employment and legal provisions. S/he will also be responsible for coordinating all Entraide's UK projects and managing staff.

Main Duties:

1. To co-ordinate our advocacy, outreach and advice services. This will include:
 - a. Running our drop in and outreach service together with caseworkers , providing one to one advice and practical support to individuals and families, assisting with phone calls, the completion of forms and taking practical resources, etc.;
 - b. Providing immigration advice in line with our registration with the Office of Immigration Services Commissioner (OISC)
 - c. Undertaking outreach visits to asylum seekers, refugees and other vulnerable migrants in conjunction with the Project Worker and Caseworkers – undertaking initial assessments and providing advice, support and signposting as necessary;
 - d. Ensuring the effective implementation and development of the Assessment and Outcomes recording system for all work with families and individuals in accordance with our confidentiality policy;
 - e. Ensuring all computer records and details on visits and contact are transferred to the database and consent always obtained.
2. To provide direct operational management of the UK Programme, including all aspects of staff performance and human resource management
3. To oversee our befriending and leisure activities service for vulnerable and isolated service users.
4. To oversee our Homework Club and Supplementary education project as well as our work with Solihull MBC to support families resettled in the borough through the Syrian Vulnerable People Resettlement Scheme
5. Supervise and assist in the professional development of UK Programme staff (including 1 to 1/moral support/appraisals, etc.)
6. Working alongside the Volunteer Co-ordinator to recruit, train and support a team of volunteers to deliver outreach, advice and befriending services in-line with Entraide's policies and procedures.
7. To ensure effective and accurate recording, monitoring and evaluation of the service, including key statistics and outcomes.
8. Lead on partnership, networking and stakeholder engagement. This includes liaising and networking with local community groups, multi-faith groups and statutory and voluntary agencies as necessary and help research other provision.
9. To formulate and review policies and procedures for the service
10. To provide regular reports to the Board of Trustees and contribute to the Annual Review and Business Plan; detailing what services have been provided, how many are using them and other information.

General:

11. To ensure all Health and Safety regulations and other legislation is adhered to in relation to work.
12. To implement the principles and practice of equal opportunities.
13. To undertake additional duties as may be identified with the chair of the board of trustees.
14. Carry out any other reasonable tasks commensurate with the role.



PERSON SPECIFICATION

Job Title: Refugee & Migrant Support Service Manager
Location: Entraide Office, Three Trees Community Centre, Chelmsley Wood

Factor	Description	Method of Assessment
Education /Qualifications	Educated to at least a Bachelor's degree level	E
	OISC Qualification (Level 1 or 2)	D
Experience	At least 3 years' experience of working with refugees, asylum seekers and migrants in an advisory/ casework role	E
	Experience of delivering advocacy and outreach services	E
	Experience of line managing and supervising staff or volunteers	E
	Experience of liaising with a range of agencies and stakeholders.	E
	Experience of managing or working in advice, information and case work services.	D
	Experience of monitoring and evaluating services.	D
Knowledge and Understanding	Understanding of the issues and needs of refugees, asylum seekers and migrants.	E
	Good knowledge of current legislation and policies connected with refugees, asylum seekers and migrants	E
	Understanding of social exclusion and understanding of anti-oppressive practice.	E

Skills and abilities	<p>Excellent interpersonal communication skills including negotiating, engaging, presenting, etc.</p> <p>Ability to cope with stressful and often emotional work.</p> <p>Ability to identify and arrange appropriate support for clients that will make a positive difference to their lives.</p> <p>Excellent written communication skills, including networking, report writing & presentations.</p> <p>Ability to work on own initiative and as part of a team.</p> <p>Ability to work to deadlines, prioritise and multi-task.</p> <p>Understanding of the need for confidentiality.</p> <p>Ability to carry out client assessments.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
Other	<p>A commitment to ensuring the ethos of 'welcome a stranger' runs throughout the project.</p> <p>A commitment to working with and for newcomers, the poor and the disadvantaged.</p> <p>Commitment to anti-discriminatory and anti-oppression practice</p> <p>A commitment to equal opportunities.</p> <p>Flexibility to undertake evening work if required.</p> <p>Commitment to improving data collection/quality/systems</p> <p>Car driver</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p>
Indicators of Success	<ul style="list-style-type: none"> • Successful implementation of all funded projects and achievement of all stated outputs, targets and outcomes • Significant increase in numbers of clients supported and accessing various Entraide's projects • Timely completion of reports to funders • Regular supervision of staff • Improved monitoring, evaluation and learning systems 	<p>R</p> <p>R</p> <p>R</p> <p>R</p> <p>R</p> <p>R</p>

(E) Essential

(D) Desirable

(R) Review