



ENTRAIDE

Three Trees Community Centre
Hedingham Grove
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Email: info@entraideuk.org.uk

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Job Description

Terms of employment:

Title: Refugee & Migrant Support Services Manager
Responsible to: CEO & Board of Trustees
Responsible for: Staff and volunteers
Base: Entraide offices in Chelmsley Wood and Solihull
Salary: £30,358.00 per annum
Benefits: Pension contribution up to 5% of total salary
Holiday entitlement: 24 days plus statutory bank holidays.
Type of Contract: This post if funded for 3 years
Probation Period: 6 months
Hours of work: 37 hours (Monday to Friday- and very occasionally some evenings)
Requirements: All successful candidates will be subject to satisfactory Enhanced DBS and previous employment Checks before commencing their employment with Entraide.

About Us

Entraide is a well – established charity based in North Solihull which works alongside asylum seekers, refugees, vulnerable migrants to facilitate their integration into society. We are currently the main refugee specialist organisation in Solihull providing support to around 400 clients a year. We are regulated by the Office of Immigration Services Commissioner (OISC) to provide advice at Level 1 Immigration and Level 2 Asylum & Protection. We provide one-to-one specialist advice, casework, and practical support to migrants and refugees in Solihull and the surrounding area. Our current activities/projects:

Casework providing tailored support on a wide range of issues including OISC Level 2 immigration advice to asylum seekers, refugees and other vulnerable migrants.

Support to Ukrainian refugees and their hosts: working with Solihull Council and other agencies to support Ukrainian families resettled in the borough through the Homes for Ukraine Scheme

Befriending, Family & Children Activities through which we offer leisure activities, support and companionship to refugees and asylum seekers who have experienced loss and trauma and are attempting to rebuild their lives in the UK.

Registered Charity in England and Wales. Charity No. 1142919



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Follow us on facebook: www.facebook.com/entraidecharity and Twitter: @Entraidecharity
Support us via: www.localgiving.com/entraide

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 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 work with Solihull MBC to support families resettled in the borough through the various resettlement schemes
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.

Health & Safety

The post holder is responsible for:

- Cooperating with Entraide in delivering all legal responsibilities in respect of your own and your colleagues, volunteers, service users and visitor's health and safety whilst at work.
- Adhering to and familiarizing themselves with Entraide's Health & Safety Policy and procedures.
- Carrying out risk assessments of your own work and own workstation to ensure that you do not expose yourself or others to unnecessary risk.

Flexibility

To deliver services effectively, a degree of flexibility is needed, and the post-holder may be required to perform work not specifically referred to above. Such duties will, however, fall within the scope of the job. The job description will be subject to periodic review with the post-holder to ensure it accurately reflects the duties of the job. The role is office based, with occasional hybrid working in agreement with the Service Manager depending on service demands.

Equal Opportunities Statement

As part of its recruitment policy, Entraide intends to ensure that no prospective or actual employee is discriminated against based on race, sex, nationality, marital status, sexual orientation, gender identity, employment status, class, disability, age, religious belief, or political persuasion, or is disadvantaged by any condition or requirement which is not demonstrably justifiable. **Applications from people with lived experience of the asylum system or migration to the UK are strongly encouraged.**



PERSON SPECIFICATION

Job Title: Refugee & Migrant Support Service Manager
Location: Entraide Office, in Chelmsley Wood and/or Solihull

Factor	Description	Criteria	Assessment Method
Education /Qualifications	<ul style="list-style-type: none"> Educated to at least a bachelor's degree level OISC Level 1 Immigration & Asylum OISC Level 2 	E E D	A A A
Experience	<ul style="list-style-type: none"> At least 5 years' experience of working with refugees, asylum seekers and migrants in an advisory/ casework role Significant experience of delivering advocacy and outreach services Significant experience of line managing and supervising staff or volunteers who are supporting asylum seekers, refugees and migrants Experience of liaising with a range of agencies and stakeholders. Experience of managing or working in advice, information and case work services. Experience of monitoring and evaluating services. 	E E E E HD D	AI AI AI AI AI AI
Knowledge and understanding	<ul style="list-style-type: none"> Understanding of the issues and needs of refugees, asylum seekers and migrants. Good knowledge of current legislation and policies connected with refugees, asylum seekers and migrants Understanding of social exclusion and understanding of anti-oppressive practice. 	E E E	AI AI AI
Skills and abilities	<ul style="list-style-type: none"> Excellent interpersonal communication skills including negotiating, engaging, presenting, etc. Ability to cope with stressful and often emotional work. Ability to identify and arrange appropriate support for clients that will make a positive difference to their lives. Excellent written communication skills, including networking, report writing & presentations. Ability to work on own initiative and as part of a team. Ability to work to deadlines, prioritise and multi-task. Understanding of the need for confidentiality. Ability to carry out client assessments. 	E E E E E E E E	AI AI AI AI AI AI AI

Other	<ul style="list-style-type: none"> • A commitment to working with and for newcomers, the poor and the disadvantaged. • Commitment to anti-discriminatory, anti-oppression and anti-racism practice • A commitment to equal opportunities. • Flexibility to undertake evening work if required. • Commitment to improving data collection/quality/systems • Car owner/driver 	E E E E D	AI AI AI AI AI
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 		R R R R R

(E) Essential (D) Desirable (HD) Highly Desirable (R) Review

How to apply:

*Please complete the attached application form and email it to: info@entraideuk.org.uk

Deadline for applications: 12/09/2024 at 11:59pm

Please note: Interviews will be organised on a rolling basis, and we will close this advertisement as soon as we have appointed a suitable candidate so please don't delay applying if you think that you are the right candidate for this role.

This post is funded by:

