**Suffolk Refugee Support**

**Job Description**

**Job Title: Refugee Resettlement Programme Manager (Ipswich)**

**Terms: Full time 35 hours a week**

**Initial 12 month contract with strong likelihood of extension**

**Salary: £29,502 p/a (gross)**

**Pension: Employer/employee scheme. Up to 6% Pension Contribution with matching employee contribution.**

**Location: Based at Suffolk Refugee Support offices, 38 St Matthew’s Street, Ipswich, IP1 3EP but regularly working at locations around the county.**

**Employer: Suffolk Refugee Support is a registered charity**

**Reports to: Charity Manager**

**Context and Purpose of the Job**

Suffolk Refugee Support (SRS) aims to ensure that all asylum seekers and refugees in Suffolk are enabled to live integrated, fulfilled and contributing lives in their new communities. We provide a welcoming environment where clients can access help, advice, support and practical services in order to be healthy and safe and begin to rebuild their lives. We work with external agencies, community and voluntary sector organisations, health providers and others to enable our clients to access a range of support. We are based in Ipswich, but our services operate increasingly out on location with refugees and asylum seekers housed in accommodation across Suffolk.

Suffolk has welcomed refugees under the UK government’s resettlement schemes since early 2016, and Suffolk Refugee Support has provided specialist support and casework. These schemes are:

**Vulnerable Persons Resettlement Scheme** (VPRS) – this scheme has resettled vulnerable people from Syria and elsewhere in the Middle East and North Africa

**Afghan Relocations and Assistance Policy** (ARAP) and **Afghan Citizens Resettlement Scheme** (ACRS) – these schemes are resettling Afghans who worked for the UK government, supported the UK’s efforts in Afghanistan, or who are particularly vulnerable

**Homes for Ukraine Scheme** and **Ukraine Family Scheme** – these schemes are bringing Ukrainian citizens to the UK who have been displaced by the current conflict in Ukraine.

In addition, we expect to welcome refugees from a range of countries over the next three years under the **UK Resettlement Scheme** (UKRS).

The Refugee Resettlement Programme Manager is responsible for leading on all aspects of the above programmes, including managing support staff and volunteers to coordinate support provision and complete action plans for individuals, negotiating with statutory and voluntary service providers, offering a supportive and welcoming environment, ensuring that all partners are working to the same plan, and reporting the progress being made by new arrivals.

These are diverse schemes with differing client profiles and levels of need. The post-holder will be responsible for managing and balancing resources across the different strands, depending on arrival numbers and requirements, coordinating both intensive individual support and broad guidance to larger client cohorts.

**Main Duties and Responsibilities**

**Service Delivery**

**(UKRS & ACRS/ ARAP schemes)**

* To devise a comprehensive process for welcoming the refugees from preparation prior to arrival and intensive support for the first year. To oversee the preparation and delivery of client action plans to foster integration and independence as quickly as possible for each new arrival. This will involve devising recording methods for monitoring activities and recording progress towards agreed goals for all new arrivals.
* To work with housing providers to ensure that properties for new arrivals are suitable and appropriate, and to work with them to address problems.
* To manage the transition of families from intensive support towards independence after the first year to ensure post year 1 ongoing support is appropriate and continues to foster independence wherever possible.

**(Ukraine Schemes)**

* To respond to large influxes of refugees into the county by working in partnership with other support providers and finding areas where SRS can be useful in providing advice or information as part of this network.

* To manage the support of hosts of refugees via advice, information and providing a space for sharing experiences.

**All schemes**

* To liaise with external partners to ensure a cohesive programme is delivered and there is clear delineation of responsibilities. There will be an emphasis on health needs, particularly mental health, and the need to liaise with health services to ensure they are able to address these appropriately.
* To manage the delivery of advice services across the county in key locations to different groups of refugees arriving here.
* In liaison with SRS English classes and external ESOL providers, to ensure there is adequate ESOL provision throughout the year for all adults.
* To line manage a team of up to six advice and support workers from SRS in the delivery of advice and support in all areas of the refugees’ lives. This will involve holding regular supervision and planning meetings and delivering/facilitating training where needed.
* To manage and support a team of volunteers across Suffolk, to provide additional activities including befriending and English language practice, whilst ensuring professional boundaries are maintained by them.
* To manage a budget for additional items needed by the arrivals and to make sure all expenditure is recorded and approved in advance in line with the guidelines of the programme.
* .To monitor and evaluate the effectiveness of the activities and to work to improve them.
* To share best practice with other regions of the UK who are also welcoming refugees under this programme.
* To overcome unexpected difficulties using flexibility and innovative methods.
* To lead on safeguarding issues to ensure all new arrivals are safe and healthy.
* To join with the managers of SRS to address overall issues and plan the work of the organisation as a whole via weekly managers’ meetings.
* To occasionally attend Board meetings to update the trustees about the work being carried out.

**Administration**

* To liaise closely with Suffolk County Council to ensure all aspects are delivered and reported according to Home Office requirements. This will include incorporating changes to the programme as they are announced.
* To record, monitor and evaluate all aspects of the programme.
* To report outcomes to funders and other interested parties.
* In liaison with our Communications Officer, to promote the schemes with the general public via the media and face to face events

**Additional Duties**

* To contribute occasional articles and up-dates for inclusion in the SRS newsletter.
* To attend and contribute to team meetings and training, induction courses, conferences and meetings of Suffolk Refugee Support.

**Personal Development**

With the support of the Charity Manager, the post-holder must effectively manage their own workload, assessing their priorities in terms of the balance between the reactive workload and the medium and long-term plans and projects. Work-time opportunities for appropriate training will be given to the post-holder.

**Flexibility**

In order 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, however, will fall within the scope of the job, at the appropriate grade. This job description will therefore be subject to periodic review with the post-holder to ensure it accurately reflects the duties of the job.

**Equal Opportunities Statement**

As part of its recruitment policy, Suffolk Refugee Support intends to ensure that no prospective or actual employee is discriminated against on the basis of race, sex, nationality, marital status, sexual orientation, class, disability, age, religious belief or political persuasion, or is disadvantaged by any condition or requirement that is not demonstrably justifiable.

**Person Specification**

**E= essential / D= desirable – all essential criteria must be met to secure an interview.**

* Educated to degree level in Social Work, Psychology, International Development or other relevant area (E) **or**,
* 2+ years of relevant work experience in Social Services, Non-Profit Management or related fields. Experience should include a minimum of 1 year supervising and directing teams. A significant portion of this experience should include responsibilities in social services, humanitarian relief, public service, or another not-for-profit environment. Excellent understanding of programme management and case management principles. (E)

**Demonstrated Skills and Competencies**:

* Proven experience of managing multi-agency social programmes including planning and delivering key outcome indicator monitoring systems (E)
* Proven experience of effective staff management and use of HR tools and procedures (E)
* Demonstrated success working and communicating effectively in a multi-cultural environment (E)
* Flexible and able to manage pressure well (E)
* Knowledge of current refugee issues (E)
* Very well organised and excellent reporting skills (E)
* Experience of supporting people suffering from complex physical and psychological conditions to access appropriate and therapeutic services (E)
* Experience of devising evaluation processes and of using these to monitor a programme’s effectiveness (E)
* Experience of working with refugees and a full understanding of their entitlements including welfare benefits (D)
* Proven ability to contribute both independently and as a key team member (E)
* Self-starter with excellent problem-solving skills combined with the proven ability to multi-task, prioritise duties, and manage time effectively (E)
* Valid driver’s licence, reliable vehicle with current insurance, and the ability to travel throughout the service delivery area required (E)
* Local knowledge of key services in Suffolk (D)
* Proficient in Microsoft Office applications (Word, Excel, Outlook); (E) database experience a plus
* Good people skills with the ability to defuse difficult situations professionally, and calmly mediate between parties (E)

**Language Skills:**

* Excellent written and spoken English (E)
* Fluency in a refugee language relevant to the expected work (D)

**Work Environment*:***

* Standard office environment. Regular travel to field site operations and external stakeholder meetings.