**Suffolk Refugee Support**

**Job Description & Person Specification**

**Job Title: Advice Service Manager**

**Reports to: Charity Manager**

**Hours: Full time – 35 hours per week. Monday – Friday 9am – 5pm**

**Salary: £32,837 per annum - Salary review pending**

**Contract Permanent**

**Pension: NEST Workplace Pension – up to 6% employer contribution in addition to employee contribution**

**Location: Based at Suffolk Refugee Support offices, 38 St Matthew’s Street, Ipswich, IP1 3EP with some outreach across Ipswich/Suffolk**

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

**Context and purpose of the job**

Suffolk Refugee Support aims to ensure that all asylum seekers and refugees in Suffolk can 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 across Suffolk.

Suffolk Refugee Support’s Advice Service provides a supportive environment where any asylum seeker or refugee in Suffolk can gain access to advice, support and practical services whilst waiting for their asylum claims to be decided, and after they have received a decision on them. Advice is provided by the advice service team or through referrals to other agencies.

The Advice Service Manager is responsible for managing and developing the team of Advice Workers and ensuring that the Advice Service functions well. The service operates predominantly from our Ipswich office, but the Advice Service Manager is also responsible for organising outreach services for asylum seekers accommodated elsewhere in Suffolk. They provide expert guidance to the team, as well as to other professionals working with refugees and asylum seekers.

The Advice Service Manager reports directly to Charity Manager and is part of the Management Team.

**Main Duties and Responsibilities**

**Management Team:**

* As part of the Management Team to oversee the function of the organisation and its strategic development, especially in relation to SRS’s advice service

**Service Development**

* Be responsible for developing the advice service according to organisational needs and strategy

**Team Management:**

* To line manage and develop a team of Advice Workers and Reception/Admin Officer, to ensure they are suitably trained and supported to deliver a high-quality advice service across the county
* To line manage the Employment and Training Coordinator to ensure the employment and training team delivers an effective and cohesive service, which complements the work of the advice team

**Management of Advice Service and Direct Service Provision:**

* To ensure that the advice service promotes equality of access to all asylum seekers and refugees (clients) seeking advice and that they feel welcome and effectively supported
* To manage the advice team across the following areas:
  + To assess clients’ needs and propose actions to address these needs (e.g. writing letters or emails and/or making telephone calls) in a professional manner
  + To ensure that clients have access to advice about all aspects of living in the UK and to ensure they understand their rights and responsibilities under UK law
  + To work to achieve agreed outcomes which will bring about positive changes in our clients’ lives
  + To promote independence on the part of the clients and actively empower them to help themselves according to their individual abilities
  + To direct clients to other services provided by Suffolk Refugee Support and / or external agencies (making appointments where appropriate)
  + To respond to telephone requests for information from clients, statutory, voluntary, and private sector organisations and the general public

The Advice Service Manager will:

* Guide the advice service team on complex casework, where needed
* Building on the advice team’s expertise, and with the support of the HR and Training Officer, ensure that their team is up to date on the latest legislation and procedures that impact the asylum seekers and refugees we work with
* Be responsible for decision making and for ensuring that direct funding and grants to clients are in line with policy

**Newly arrived asylum seeker support**

* To keep abreast of numbers of new arrivals of asylum seekers into Suffolk
* To facilitate clothing donations to those in most need, ensuring that stocks are maintained
* To ensure that clients in asylum accommodation across Suffolk can access our services
* To develop and oversee positive activities for asylum seekers, such as sports and music groups (in liaison with SRS's Operations Manager)

**Immigration support lead**

* To develop good relationships with immigration legal services and solicitors to ensure that clients can access the information they require and that clients understand the processes they are going through

**Vulnerable Client & Safeguarding Lead**

* To be the support lead for very vulnerable clients or where there are cases with safeguarding concerns

**Client representation**

* To promote the views and experiences of SRS’s clients at external meetings and advisory boards, by participation in face to face and virtual meetings and in giving occasional presentations, using on-the-ground knowledge

**Partnership working**

* To develop and maintain good working relationships with external service providers and agencies, and to oversee joint working and services development

**Monitoring, Evaluation and Donor Reporting**

* To ensure services given and outcomes achieved are recorded on internal monitoring systems and that data protection regulations are adhered to
* To provide monthly summary reports for the Charity Manager and board of trustees
* To compile reports in reference to our funders’ outcomes and targets
* To help with the development & administration of written information produced by SRS for our clients’ benefit
* To contribute to development of new services and funding applications

**Personal Development**

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.

**Other requirements**

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 skills and responsibility level. This job description will therefore be subject to periodic review with the post-holder to ensure it accurately reflects the duties of the job.

Please note that an Enhanced DBS Check is required for this post. The decision to request a DBS disclosure is made in accordance with the Rehabilitation of Offenders Act 1974. The check will be paid for by Suffolk Refugee Support.

The role may require you to either hold a full and current driving licence and have access to personal transport or meet the mobility requirements of the role through other reasonable and suitable means. If you require a reasonable adjustment due to a disability to meet the travel requirements of this role, please speak with the HR and Training Officer on [HR@suffolkrefugee.org.uk](mailto:HR@suffolkrefugee.org.uk)

**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 grounds of the following protected characteristics: age, disability (physical or mental impairment), gender reassignment, marital or civil partnership status, pregnancy or maternity, race (colour, nationality, ethnic or national origin), religious beliefs, sex and sexual orientation. In addition, SRS is committed to ensuring that no one is treated less favourably on the grounds of membership of a particular social group, political opinion, caring responsibilities, HIV status and employment status.

The post holder will be required to support individuals, families, children, women, and young people from very diverse backgrounds and engage them equally irrespective of political, religious or other affiliations. The post holder must act professionally at all times and uphold the values, ambitions and aims of Suffolk Refugee Support.

**Person Specification**

**(Please refer to each of these with examples of how you meet them in your application form)**

**Essential experience and attributes**:

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| An understanding of refugee and asylum seeker support needs, knowledge of the client group and willingness and ability to gain the required expertise |
| Knowledge of services and other organisations for refugees and asylum seekers in Suffolk |
| Willingness to work with clients as well as directing others to do so |
| Ability to manage clients' expectations with empathy and understanding whilst remaining firm |
| Good team working skills |
| Line management experience including ability to plan, set workplans, motivate and manage performance and wellbeing |
| Proven project management experience within the charity sector |
| Excellent problem solving and decision making skills |
| Ability to make tough decisions whilst remaining calm under pressure |
| A high degree of initiative, resourcefulness, flexibility and a self-motivating approach to achieve objectives |
| Proven track record of monitoring and evaluation of outputs and outcomes |
| Excellent time management skills and an ability to strike the right balance between long term and short term goals in a fast paced environment. |
| Excellent coordination and organisation skills and an ability to prioritise and delegate as applicable |
| Excellent written and spoken communication skills, ability to communicate clearly to a range of audiences |

**Desirable experience and attributes:**

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| Experience of working within a multicultural team |