



Supporting refugees, asylum seekers & those with no recourse to public funds

Voices in Exile

Job Description: Resettlement manager

Job Title:	Resettlement manager
Responsible to:	Director
Status:	Part-time (0.8FTE/4 days pw; flexible hours negotiable depending on arrivals)
Contract:	Fixed term to end Sept 2024 with possible extension to permanent post subject to funding
Hours:	30 hours per week (negotiable)
Salary:	NJC pay scale, starting at pt. 23 (£30,151 FTE) and going up for each completed year of service on 1 st April to a maximum of pt.29 (£35,411)
Holiday entitlement:	25 days per annum pro rata and with 1 additional day per annum for every completed year of service after that up to a maximum of 30 days.
Pension:	3% employer's contribution
Hybrid working:	We offer hybrid working and flexibility as far as possible within the operational needs of the service. We envisage that for this post you would need to be in the office at least 2 days per week.
Support:	Clinical supervision is offered to all frontline staff and casework managers

Background:

Voices in Exile is a registered charity that works with refugees, asylum seekers and vulnerable migrants with no recourse to public funds in Brighton & Hove, East and West Sussex. We offer both practical and legal support including generalist advice and specialist immigration casework for those who would otherwise be unable to access justice. As part of our holistic approach we also advocate for, accompany and enable people to access services, build community, and develop their own potential through a programme of learning and creative activities. We are working towards becoming an organisation better informed by lived experience, but we are not there yet. Post holders will form a key part of a small, committed team working to develop Voices' services and activities at a critical point for the organisation.

Voices has held the contract for resettlement work in the city since 2016, and we are contracted by Brighton and Hove City Council to continue this work until the end of September 2024. You will be joining us while the tendering process for the contract beyond this date takes

place, and if successful this work will continue at Voices for a further 3 years. We have developed considerable experience and expertise in resettling refugees in the city over the past 8 years and making all efforts to win this contract is a priority for the organisation.

Job purpose:

We are looking for someone to take over from our experienced resettlement manager and ensure the smooth running of our established resettlement service. Your role will include line management of relevant staff and supervision and active management of our dedicated Afghan and UKRS resettlement caseworkers; planning, oversight & coordination of the logistics of furnishing new houses for resettled families as they become available; oversight of budget & spending; and responsibility for leading on key relationships and networks in this area of work. You will be part of the management team at Voices in Exile and meet regularly with other managers and senior staff.

You will oversee and manage the immediate arrival needs and integration support and casework offered to Afghan individuals and households arriving under both the ARAP (Afghan Relocations and Assistance Policy) and ACRS (Afghan Citizens Resettlement Scheme) programmes, as well as individuals and families of any nationality arriving under the new UKRS (UK Resettlement Scheme) Your role will involve planning the delivery of and reporting against our BHCC contract and service specifications, with the support of our director. You will be expected to carry a small caseload alongside your management role.

The broad aim of the resettlement scheme is to make families feel welcome; to meet their need for practical services, information and support; and to help them understand their rights and achieve their own goals in relation to integration in the UK. The support package offered to new arrivals and which it would be your responsibility to implement includes: welcoming new arrivals; ensuring that accommodation is adequately furnished and supplied in advance; advising on and assisting with set-up of household utilities, GP registration, school enrolment, access to ESOL classes etc; providing inductions to and guidance on budgeting; overseeing the setting up of new benefit claims and resolving any benefit issues; guiding caseworkers to help clients access employment and local services; co-ordinating multi-agency meetings; supporting caseworkers to establish support and integration plans with clear milestones, regular reviews and end dates; and providing casework support as needed within the remit of our local authority contract and as internally agreed. You will need to be able to assess and prioritise casework support needs and caseworkers' time appropriately.

It will be part of your role to consider how best to prepare families and individuals for independence at the end of their support period in a meaningful way, and to work with local statutory agencies to ensure that they are equipped to respond to the needs of resettled refugees. This will be an ongoing area of work with the director.

Regular supervision and in-house and on-the-job training will be provided, as well as external training on specific issues where needed. However you will need to be ready to step

immediately into a busy advice environment with the necessary confidence, skills and knowledge to deliver advice and casework, with appropriate support.

You will participate in the development of our casework management system, AdvicePro, to ensure that agreed resettlement and organisational outcomes are embedded from the outset; and that staff and volunteers are trained and equipped to understand and provide these. You will be required to monitor and report against projects as needed by both funders and internally for e.g. the director and trustees.

You will contribute to broader learning and planning around implementing our current strategic plan and theory of change, including developing our work on the role of those with lived experience in our organisation; and to be a part of and contribute to the development of the work of Voices' senior management team.

You might be required to work out of hours where there are emergencies or if and when there are new arrivals in need of immediate support.

Postholders will need to have the right to work in the UK.

Hybrid working and what we're like to work for:

In the wake of Covid we have developed a hybrid working model with most staff working part of the time from home and part from our offices in Kempton. Working from home and flexible working arrangements are negotiable and under regular review but we aim to be as flexible as possible within the limits of safety, team cohesion and operational need. Individual working arrangements can be discussed with your line manager and/or our director, but we envisage that you will be based at our office for at least two days per week.

We provide the kit (IT and phone) where needed for staff to work from home safely and comfortably, but would expect you to have adequate working broadband and data allowance in place at no additional cost to Voices if you do wish to spend some of your time working from home. We are willing to discuss this if it is a barrier for you.

We have clear Covid risk assessments, policies and procedures in place in the event of a further spike or resurgence.

We have a work culture that is friendly, welcoming and inclusive, and we take staff wellbeing seriously. Clinical supervision is available and we make time for collective care and peer support within our working hours. We are a learning organisation and are open to hearing about how we can do better.

Staff reporting to this post:

Resettlement caseworkers; volunteers

Key responsibilities:

- Plan, supervise and manage the provision of reception and integration support to new and recently arrived families resettled in Brighton & Hove under any one of our current contracted resettlement programmes (ARAP, ARCS and UKRS), in line with current service specifications;
- Hold a small caseload of resettlement households;
- Line-manage, supervise and support a small team of resettlement caseworkers and volunteers, providing regular individual and group debriefs and supervision, support and training, and technical oversight and supervision of casework;
- Plan, co-ordinate and organise the timeline and logistics of new arrivals; and support caseworkers to plan the provision of furniture and preparation of houses for new arrivals;
- Have oversight of and manage spending of pre-and post-arrival funds within agreed budget;
- Develop and supervise delivery of resettlement casework to meet contracted targets, including e.g. support & integration plans and meeting and reviewing agreed milestones;
- Establish monitoring and evaluation frameworks where needed and report against these as required, including regular internal and external reporting against budget;
- Develop and maintain relationships and communications with key resettlement stakeholders and other outreach services including e.g. BHCC, EMAS, health visitors, GP surgeries etc., both to improve the client journey through the system and to influence change where needed;
- Together with the immigration casework manager and generalist advice manager, develop and maintain the AdvicePro database in line with agreed advice and casework outcomes for clients and ensure that staff and volunteers understand and use the case management system consistently and accurately to capture essential data;
- Develop clear internal policies, processes (including financial processes) and guidance for our resettlement service, and work closely with caseworkers to ensure that these are followed;
- Participate in and, as agreed, lead on elements of our influencing, advocacy and strategic work, including developing key strategic relationships, partnerships and networks within and beyond the migrant sector; challenging systemic failings in law, policy and practice; and identifying opportunities for improving current practice where appropriate;
- Participate in and contribute to regular meetings and discussions of the senior management team at Voices and contribute to our strategic development;
- Attend regular team meetings & participate in other advice and staff team commitments and meetings as necessary;
- Participate fully in individual supervision, training, appraisal and collective care and wellbeing;
- Work with colleagues in Voices in Exile to maintain and develop our holistic approach and commitment to human rights, community development, diversity and best practice in working with vulnerable migrants;
- Carry out other duties as required.
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Person specification

A = will be assessed from your application form

I = will be assessed at interview

E = essential: you must meet this requirement to be shortlisted for the post

D = desirable: you do not need to meet this requirement to be shortlisted, but you will score more highly and have a higher chance of succeeding in your application if you do.

Please bear in mind that you can demonstrate how you meet these requirements using examples from paid employment, volunteering, lived experience or a combination of all these.

Please address the relevant points in order as far as you can.

Person specification		Essential / desirable	Assessment method
Qualifications/level of experience			
1	A relevant qualification or lived or professional experience in one or more of the following areas: advice giving, social work, law, gender or migration studies or related field.	E	A
Experience			
2	Significant experience of providing advice, casework or similar frontline support to migrants or other vulnerable/at risk clients, including identifying and prioritising client needs, and advocating effectively and clearly on a client's behalf with statutory and other agencies	E	A
3	Experience of effectively recruiting, managing and working with teams of staff and volunteers	E	A+I
4	Experience of working within safeguarding law and guidance and of identifying safeguarding concerns	E	A+I
5	Experience of maintaining client confidentiality and delivering a high-quality professional service	E	A+I
6	Experience of working in the voluntary or community sector	D	A+I
7	Lived experience of the UK immigration system	D	A+I
Knowledge			
8	Good understanding of current UK resettlement schemes and of some of the key issues involved in resettlement work	E	A+I
9	Good up-to-date working knowledge of issues faced by and access to services for migrants in the UK, and in Brighton & Hove in particular	E	A+I

10	Good up-to-date working knowledge of housing and welfare benefits legislation, policy & services	E	A+I
11	Knowledge of and interest in developing service user involvement and migrant voice	D	A+I
Skills			
12	Personal resilience and the ability to maintain clear professional boundaries and manage expectations	E	A+I
13	Ability to take initiative, work independently, plan and organise own work and meet deadlines	E	A+I
14	Strong and demonstrable project and people management skills, including the ability to manage multiple work priorities and to motivate and manage a diverse team	E	A+I
15	Strong communication and networking skills and the ability to relate well and communicate clearly and respectfully with a diverse range of people and organisations	E	A+I
16	Good judgment and decision-making skills, and ability to negotiate, influence and solve problems effectively	E	A+I
17	Ability effectively to support caseworkers dealing with seemingly intractable problems and to support them to maintain boundaries and wellbeing	E	A+I
18	High level of spoken and written English and the ability to analyse complex written information and communicate it effectively	E	A+I
19	Ability to monitor and report against project targets & communicate effectively with funders & stakeholders	E	A+I
20	Ability to train, support and supervise staff and volunteer team members and work in partnership with interpreters	E	A+I
21	Ability to work competently with Microsoft Office ICT packages including case management systems and Excel; and to be administratively self-servicing	E	A+I
Other			
22	Commitment to ViE aims, values and ethos, including working with migrant and refugee clients in an inter-cultural, multi-faith environment	E	A+I
23	Commitment to maintaining client confidentiality and delivering a high-quality professional service	E	A+I