



## Jesuit Refugee Service UK

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# Job description: Detention Outreach Manager

## JRS mission and work

The Jesuit Refugee Service (JRS) is an international Catholic organisation, at work in 50 countries with a mission to accompany, serve and advocate on behalf of refugees and other forcibly displaced persons.

JRS UK has a special ministry to those who find themselves destitute as a consequence of government policies and those detained for the administration of immigration procedures. JRS UK runs a day centre, activities and hosting scheme for destitute asylum seekers, detention outreach services to Heathrow IRC and shortly hopes to begin a legal advice service. The work of JRS UK is carried out in collaboration with other JRS offices around the world, other Church and secular organisations, voluntary and governmental, which are active in the same field.

## JRS values

JRS is grounded in Catholic Social Teaching and draws on the charism and principles of Ignatian spirituality. Staff and volunteers share a common set of values concerned with justice and the dignity of the person. As a Jesuit work, participative discernment and reflective practice are part of our ethos. If the successful candidate is not familiar with the spirit and charism of the Jesuits, there will be the opportunity to develop it through training, workshops and days of retreat.

## Job title: Detention Outreach Manager

The Detention Outreach Manager is a full-time senior post on a three-year contract (potentially renewable), leading JRS UK's accompaniment, service and advocacy on behalf of detainees in the Heathrow Immigration Removal Centres (Colnbrook and Harmondsworth).

Detention outreach is a core strategic priority for JRS UK and is a common theme of work for JRS country offices across Europe. Reporting directly to the Country Director, this busy and varied role combines face-to-face pastoral accompaniment of detainees, with management of a volunteer visitor network, liaison with chaplaincy services, informal casework, referral to specialist agencies and JRS solicitor liaison, and collaborative working with other NGOs on advocacy. There are opportunities for a creative individual to develop this work further, such as extending the range of support offered to detainees, collaborating with other JRS team members to lead support for former detainees, forming partnerships with other NGOs, engaging in advocacy and supporting fundraising to further expand the staff team.

The Detention Outreach Manager will need highly developed listening skills, personal resilience and emotional maturity to respond to the emotional and spiritual needs of detainees, accompany them and support volunteers to do the same. They will also need outstanding interpersonal skills to manage multiple complex relationships with stakeholders including managers within the detention facility, Home Office staff, other NGOs, JRS staff in the UK and across Europe, and the varied network of volunteers they are responsible for (many of whom are drawn from religious orders).

The Detention Outreach Manager needs to maintain an up-to-date knowledge about the immigration and asylum policy context as it relates to immigration detention, the specialist work of other NGOs and be able to apply that to situations affecting individuals in practice. They will need outstanding organisational and administrative skills to manage volunteers, databases and case-notes, confidence to represent JRS in external meetings and capacity to give short talks about JRS work in Catholic parishes and at sector conferences.

JRS offices around Europe have taken a leading role in arguing against the use of detention, highlighting its harmful impact on individuals, families and communities. The Detention Outreach Manager will need to ensure the experiences of detainees accompanied by JRS are represented in advocacy work, both by JRS and via NGO networks and they will work with other JRS staff to facilitate opportunities for detainees and former detainees to share their experiences themselves.

The Detention Outreach Manager will need enthusiasm for working in a small faith-based organisation and a willingness to integrate the Ignatian charism with their approach to the role, particularly in facilitating support for volunteers. However, they will also need sensitivity to respond to the needs of detainees with varied faith backgrounds, serving all without proselytising, and without discrimination or favour.

## **Responsibilities**

### ***a) Accompaniment and service of detainees***

The Detention Outreach Manager is expected to visit those in immigration detention regularly and respond to detainee needs by, for example,

- ongoing accompaniment and befriending;
- matching detainees with a regular volunteer visitor, volunteer chaplain with specific language skills, pen pal or prayer companion;
- referral to JRS solicitor liaison or another specialist agency.

### ***b) Volunteer development and coordination***

The Detention Outreach Manager is expected to:

- engage in outreach activities with parishes, religious communities and other groups in order to develop a volunteer base for the detention work of JRS UK;
- ensure that necessary support and training is given to the volunteers, including specialist knowledge of the asylum and immigration context, and the JRS approach to accompaniment; this is to be carried out in conjunction with the JRS UK Assistant Country Director
- manage delivery of JRS outreach services via the volunteer network, including the visiting service, volunteers working with pastoral and welfare offices in detention, solicitor liaison, prayer companions and pen pals;
- facilitate opportunities for volunteers to reflect on their experience of accompaniment, service and advocacy in an Ignatian way.

### ***c) Liaison with Heathrow IRC***

The Detention Outreach Manager is expected to liaise with a range of staff at Heathrow IRC to enable JRS UK to provide services in the centre, including arranging access for volunteers (including access to keys, for visits to detainees in cells and other restricted areas, and desk and meeting space), as well as working with staff and other NGOs as appropriate to advertise JRS services to detainees with a particular emphasis on reaching out to vulnerable detainees who might not otherwise seek JRS UK's help.

**d) *Advocacy work***

The Detention Outreach Manager is expected to look for ways to enable detainee experience to be heard by others and to seek to change the practice of detention. This will include where appropriate:

- liaising with detention staff about specific matters in a sensitive way;
- collaborating with other JRS staff to draw together advocacy messages and to communicate them to others including the Catholic community and policy makers;
- collaborating with other NGOs;
- developing ways for detainees and former detainees to share their experience.

**e) *Representational role in meetings***

The Detention Outreach Manager is expected to represent JRS UK in NGO fora and networks particularly relating to befriending activities or detention issues and to collaborate with other JRS offices including the JRS Europe Regional office to share practice and experience.

**f) *Administration of files***

The Detention Outreach Manager will be responsible for ensuring paper and electronic casefiles are kept up-to-date and maintained in accordance with data protection legislation.

**g) *Managing the project budget***

The Detention Outreach Manager is responsible for managing the project budget and liaising with the office administrator to maintain accounts.

**h) *Outreach events***

The Detention Outreach Manager is expected to make themselves available to run occasional external workshops, speak at events, etc. as the need may arise.

**i) *Strategy for future work***

The Detention Outreach Manager is expected to work with the JRS Country Director to develop strategy for future work.

**Person specification**

**Essential**

- Sympathy and congruence with the values of JRS
- Highly developed listening skills and empathy for one-on-one work
- High levels of personal resilience and emotional maturity
- Discretion, tact and sensitivity
- Prior experience of working in a detention or prison setting
- Experience of managing volunteers
- Experience of working with refugees or vulnerable migrants
- Outstanding oral and written communication skills
- Ability to work flexibly as part of a small team
- Confidence to make short speeches in public
- Computer literacy and experience of maintaining databases
- Enthusiasm for working within a faith context and for engaging with parishes and religious congregations
- Prior experience of working in an area governed by complex policies and regulations
- Creativity to develop future work

**Desirable**

- Detailed knowledge of the immigration and asylum system
- Familiarity with the Ignatian charism

**The person must be permitted to work in the UK; (JRS UK is not able to obtain a work visa for this post). All staff and volunteers at JRS UK are required to undergo a DBS check.**

<b>Duration</b>	3 year fixed-term contract; potentially renewable
<b>Salary</b>	£28-33k pa; full time.
<b>Pension</b>	Additional 10% of salary of employer's contribution