
Job description: Destitution Services 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 in the 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 (*At Home*) for destitute asylum seekers, detention outreach services to Heathrow IRC and shortly hopes to begin a legal advice service. We work to raise awareness of the situation facing refugees we accompany and serve by enabling their story to be heard. The work of JRS UK is carried out in collaboration with other JRS offices around the world, other Church and secular organisations, 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: Destitution Services Manager

The Destitution Services Manager is a new full-time post (on a fixed-term contract of 3 years), reporting to the Director, joining a small tightly knit and diverse team at the JRS UK offices in Wapping. JRS UK has been working with destitute asylum seekers for many years and would now like to expand the services and activities we provide and increase the capacity of our team to provide support and assistance. We are looking for an experienced manager who will combine people and project management with real commitment to our mission of accompaniment of refugees, which is a unique ethos which radically alters the beneficiary-service provider relationship. We place a high value on coming to know refugees as people with gifts and personalities not only defined by their situation in immigration law. We also have an active group of refugee volunteers, who, working alongside vowed religious, other volunteers and paid staff, widen the perspective of our team.

The Destitution Services Manager will be responsible for overseeing our weekly Day Centre, Day Centre Plus and projects (a range of activities such as drama, choir and prayer circles, largely focused on boosting resilience and peer support), and hosting scheme, *At Home*, which works with religious and lay communities to provide short term hosting placements for those who find themselves street homeless. There may be opportunities to expand our services in response to need. We are keen also to increase the range of activities we provide and the potential for refugees to participate and lead, and give better focus to our support for volunteers from a range of backgrounds. The Destitution Services Manager will also work closely with our Detention Outreach team to develop post-release support services for those refugees JRS UK accompanied during their detention.

This role would suit someone with deep knowledge of the situation facing asylum seekers in the UK, experience of working in a highly relational way with those who have complex chronic needs, experience of managing services, staff and volunteers, and enthusiasm for working in a small faith-based organisation.

Specific responsibilities

People management

- Line manages Day Centre Officer, Communities of Hospitality Coordinator, any other project staff, and a range of volunteers from many varied backgrounds.
- Interviewing and inducting volunteers
- Identifying training needs for volunteers and other staff, and coordinate delivery of training via other members of JRS staff (eg Policy Officer, Head of Accompaniment) and external trainers.
- Work with Head of Accompaniment to ensure adequate supervision arrangements in place to support those doing direct accompaniment of refugees.

Service management

- Manage running of Day Centre with Day Centre Officer and volunteer team; coordinate support from other team members where appropriate (e.g. Head of Accompaniment, new legal project subject to regulatory approval), ensuring ethos of accompaniment is paramount to the way it functions.
- Work with At Home Coordinator to develop our *At Home* project, including developing consistent methods of assessing need and clearer referral systems, and integrated system with any new accommodation project.
- Work with Operations Manager to explore other opportunities to expand accommodation provision.
- Work with Operations Manager to ensure all policies relating to the destitution service are regularly reviewed and updated. Ensure health and safety policies are clearly understood and adhered to by staff and volunteers in the day centre.
- Work with Detention Outreach Manager to develop and implement post-release support services for refugees leaving detention.
- Develop and manage any Day Centre Plus activities and manage and develop partnerships with others e.g. Drama (with RISE Theatre), Choir (with Soul Sanctuary Gospel Choir), photography (with Fotosynthesis), Women's Bike Training (with Bike Project).
- Develop refugee led activities, working with the Day Centre Officer.
- Working with Day Centre Officer to ensure liaison with food bank and liaison with local parish.
- Potential plans to develop volunteer accompaniers for refugee friends from day centre (e.g. to accompany when reporting or at other events where such support may be appreciated, following grant of leave during transition to mainstream provision) and services (e.g. profile and nurturing support, for Wallace Collection and similar initiatives).

Casework management

- Lead case meetings with staff and volunteers responsible for providing support for people with complex issues of concern.
- Undertake casework (e.g., referral to other agencies, non-regulated solicitor liaison).
- Ensure high standards of data recording for individuals, which is compliant with GDPR.

Financial management and grant reporting

- Manage budget for Day Centre, including discretionary grants to refugees.
- Ensure accurate monitoring of service provision and spend for grant reporting.
- Develop systems for measuring impact with Communications and Development Manager.

Awareness raising, advocacy and networking

- Collaborate with the Policy Officer and Communications and Development Manager to draw up external facing publications and articles to help raise awareness of the situation facing those we serve.
- Liaise with Destitution Forum, and other organisations providing services for destitute refugees.
- Public speaking on behalf of JRS at external facing events.

Person specification

Essential

- Sympathy and congruence with the values of JRS and enthusiasm for JRS' mission of accompaniment, service and advocacy on behalf of refugees.
- Detailed knowledge of the situation facing asylum seekers in the UK.
- A minimum of 5 years' experience of work or volunteering in a similar area.
- Experience of working with people from varied backgrounds and faiths.
- Experience managing volunteers.
- Experience of managing staff and track record of doing so effectively.
- Confidence to listen and respond to conversations led by refugees about needs, without proselytising or imposing personal perspectives.
- Personal resilience to handle a high emotional load and support those in distress.
- Ability to work flexibly as part of a small diverse team.
- Outstanding interpersonal skills and the ability to build strong relationships with refugees and others within and without the organisation.
- Outstanding communication skills in person and excellent written skills.
- Able to reflect on experience and learn from it.
- Availability for occasional out of hours work.

Desirable

- Experience of managing a budget.
- Experience of leading monitoring and evaluation.
- Experience of working in a small faith-based organisation.

The person must be permitted to work in the UK; (JRS UK is not able to obtain a work visa for this post).

Duration	Full time, fixed term contract of 3 years
Salary	£32-37k pa.
Pension	Additional 10% of salary of employer's contribution

Only short-listed candidates will be notified.