
Job Description: Deputy Director (Services)

JRS Mission

The Jesuit Refugee Service (JRS) is an international Catholic organisation, at work in over 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 are made destitute during the asylum process, and those detained for the administration of immigration procedures.

JRS Values

JRS is grounded in Catholic social teaching and draws on the charism and principles of Ignatian spirituality. Our work is based on hospitality, carried out in a spirit of compassion and solidarity, encouraging participation and community, aiming to kindle hope, secure justice and affirm the dignity of refugees and forced migrants. Reconciliation, rooted in justice and sought in dialogue, is a theme of JRS work around the world. As a work of the Jesuits, participative discernment and reflective practice are part of our ethos.

About JRS UK

JRS UK runs a Day Centre, creative and therapeutic activities, a small hosting scheme (*At Home*) and a specialist legal advice service for destitute asylum seekers; we also run a detention outreach service to Heathrow IRC, including a befriending service, as well as a peer support group for people who have experienced detention. JRS UK undertakes research for advocacy to policy makers, alongside communications and outreach to the Catholic community, to raise awareness of the real situation facing asylum seekers and to argue for a change in policies that undermine their dignity and a just society.

JRS' distinctive ethos of accompaniment radically alters the beneficiary–service provider relationship and affects all that we do: 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. Through our services, we seek to offer specialist intervention and respond to practical needs, but also to create spaces of hospitality, community, friendship and participation, which enable refugees to heal and shape their own future. Our advocacy, communications and outreach are similarly rooted in accompaniment, beginning with listening to the experience of refugees, bringing opportunities for their experience and voices to be heard, understood and create change.

JRS UK is based in the Hurtado Jesuit Centre in Wapping, East London. It currently has 19 full and part-time staff and around 100 volunteers, drawn from a wide variety of backgrounds and nationalities, generations and beliefs, including refugees, young graduates and vowed members of religious congregations; this diversity of perspectives and experience is a source of particular strength for our mission. We work collaboratively with JRS offices around the world, Jesuit works in the UK and many others in the Church and secular refugee sector.

JRS UK is a project of the British Jesuits' Charitable Trust (TRCP) and shares the same charity number.

Deputy Director (Services)

The Deputy Director is an exciting new senior leadership post at JRS UK and will manage projects providing support for people made destitute by the asylum system, our immigration legal advice service, and the support we provide for those held in immigration detention. JRS UK has expanded the services it provides over the last few years and now seeks an experienced manager with a deep commitment to the organisation's mission and values to work closely alongside the Director leading strategy and improving the quality of the support we provide. The postholder will deputise for the Director in her absence.

The Deputy Director will line manage the senior staff leading different service areas (and other project staff as needed), and be responsible for helping to integrate the support we offer to refugees in a seamless way, giving particular attention to JRS' ethos of accompaniment and to creating spaces of hospitality, community, friendship and participation for refugees. This diverse role requires substantial experience of managing people and of similar community-type projects supporting individuals with complex needs in areas of rapidly changing public policy. Experience of developing strategy alongside others, operationalising ideas through project planning and leading change is essential. The role requires judgment, vision and horizon perspective, alongside maturity, resilience, empathy and the ability to inspire confidence and leadership in others. Experience of supporting staff to respond to high levels of trauma would also be helpful. JRS' distinctive person-centred mission arising from its Jesuit identity extends also to the way we seek to support and develop staff and volunteers. The postholder will be expected to set high standards around the quality of support provided to refugees and accuracy and timeliness of internal reporting for donors and governance, while encouraging an atmosphere of safety to reflect on practice, experiment with new initiatives and learn from success and error.

The postholder will encourage proactive collaborative working between front-line staff and staff responsible for fundraising as well as those engaging in advocacy, outreach and communications. Ability to identify important themes arising from service-focused work for external audiences is needed. Some public speaking at events on behalf of the organisation will be expected.

Prior experience of working in a small faith-based organisation would be helpful and sympathy for the motivation of those whose life is grounded in faith is essential. If the successful candidate is not familiar with the spirit and charisma of the Jesuits, there will be the opportunity to develop it through training, workshops and days of retreat.

Current services projects

Destitution Services Projects

The destitution services team currently includes 6 full and part-time staff, around 25 volunteers, including many destitute asylum seekers, as well as around 30 other volunteers involved in hosting through our At Home project.

- **Day Centre:** Our weekly Day Centre currently supports on average 280 destitute asylum seekers per month. We provide a small cash travel grant to pay for bus passes, toiletries, a hot meal, a place to relax in warmth and safety, and a context where friendships develop. We also provide other hardship grants alongside support and advice with a wide range of issues that arise as a result of destitution and unstable immigration status, such as problems accessing health services and social care. Volunteers and staff work closely with the legal advice team to provide support to attend appointments relating to their case.
- **Activities:** We provide a range of creative activities for those registered with the Day Centre that support participation and community. These include choir and creative arts groups provided through partnerships with others. We also provide prayer groups for men and women and opportunities for retreats in collaboration with others. Volunteer complementary therapists provide sessions in the centre. We offer one-on-one English tuition to a small number of elderly women unable to access other classes.

- **Hosting and accommodation:** We operate a small Hosting Scheme (*At Home*) for those at risk of street homelessness who are registered through our day centre, providing three or six month placements with hosts (primarily religious communities, although families and couples also participate). Over the last year, 20 people have been hosted. We hope next year to open a house in south London offering longer placements (for which funding and accommodation has been secured and planning is underway).

Legal Advice Service

The legal advice team includes two OISC 3 advisors, and three volunteers who help with interpreting, case research and accompaniment to appointments.

- This year we began a project to provide **specialist immigration legal advice** to those registered with the Day Centre, with an emphasis on cases needing longer term research and support such as preparation of fresh claims and statelessness applications.

Detention Outreach Services

The detention outreach team includes two full time staff and around 30 volunteers, around half of whom are vowed religious.

- We accompany men in immigration detention at Colnbrook and Harmondsworth IRC, as well as the small short-term holding facility for women in Colnbrook. We offer pastoral care and support through regular detention visiting and practical support, such as phone cards and help contacting solicitors or providing referrals to other organisations offering specialist help. In this context, we also meet and support many victims of human trafficking, particularly from Vietnam.
- **Post detention support:** This autumn we began a small peer support group for people who have experienced detention.

Specific responsibilities

People management

- Deputise for the Director in her absence.
- Line manage the managers responsible for destitution services, legal advice and detention outreach, and other project staff as needed, including through coaching, performance management and identifying training and development needs.
- Lead strategy for recruiting, managing and supporting volunteers in services projects, and work with the Senior Operations Manager to ensure coherent strategy for supporting volunteers is adopted across JRS UK.
- Work with managers to identify training and development needs that could be provided across services projects, and oversee its delivery, including formation in JRS' mission and values.
- Work with managers in consultation with the Director to develop and implement policies for provision of non-managerial psychological and spiritual support for front-line staff and key volunteers, including developing different forms of support, as appropriate.
- Foster an ethos of reflection on experience and practice amongst staff and volunteers.

Organisational mission and strategy

- Work with the Director to shape strategy and planning for JRS UK in line with JRS UK's mission and that of the wider JRS family as well as the mission and priorities of the Jesuits and the principles of Catholic social teaching.
- Work with the Senior Operations Manager in consultation with the Director to agree priorities and spend for the annual budget and planning cycle.
- Facilitate the involvement of staff and volunteers within service teams as well as refugees in planning and setting priorities.

Governance and reporting

- Draft regular reports for internal management and governance committees, drawing on the experience of staff, volunteers and refugees within service areas.
- Oversee and/or draft reports for donors and other stakeholders.
- Work with individual managers to ensure staff and volunteers maintain standards and practices required for external accreditation.

Service management and development

- Work with managers to ensure JRS UK's services, activities and support continues to respond to need.
 - Promote collaborative working across services projects and integration of practices, policies and approach to improve the holistic nature of support provided for refugees.
 - In consultation with the Director, commission research to understand and predict likely changes in patterns of need amongst refugees seeking our support, and to understand likely changes in services provided by others, which could affect both demand and opportunities to form partnerships.
- Ensure commitment to our mission and values is integrated into design of service projects and our ways of proceeding at all levels:
 - Deepen commitment amongst staff and volunteers to the mission to accompany and remain close to refugees.
 - Work creatively with managers to develop opportunities to foster spaces for community and friendships for refugees through JRS UK projects.
 - Promote activities which aid participation of refugees in society and in the JRS UK community, including engaging refugees in shaping what we do.
 - Promote collaboration with others within and outside JRS UK as a way of proceeding.
 - Work with the director and policy, communications and outreach team to develop new initiatives in line with JRS' global theme of *reconciliation rooted in justice sought in dialogue*.
- Work with managers to ensure the quality of advice and support we provide meets a high standard, including reviewing practices around supervision and case monitoring.

Networking and collaborative working

- Participate in wider refugee and detention sector networks, directly or by encouraging relevant staff within teams to do so.
- Actively seek opportunities to make connections with other organisations providing similar services or supporting people facing similar issues, promoting a culture of shared learning and mutual support.
- Represent JRS at Jesuit fora and JRS European and international meetings where needed, in consultation with the Director.

Policies and operating guidelines

- Work with managers to draw up operating guidelines and policies relating to our practice.
- Work with the Operations team to ensure the new case management database, Lamplight, meets needs; through managers, ensure all staff maintain high standards of record keeping.
- Ensure high standards of compliance with organisational policies around cash handling, data protection, safeguarding and the JRS Code of Conduct.

Budget and resource management

- Ensure managers collaborate with the operations team to provide equipment and stock needed for services projects and collaborate on internal developments within the building.
- Ensure managers operate within agreed budget guidelines and report on spend and cash handling in a timely way.

Collaborating with Communications and outreach, fundraising and advocacy

- Promote a culture of fundraising within teams, including identifying sources of potential funds for JRS UK work and drafting applications in collaboration with the Communications and Development team.
- Promote a culture of collaborative working with communications, outreach and advocacy staff, including encouraging staff and volunteers to reflect with refugees on experience and issues which should be brought to the attention of policy makers and opinion formers.
- Contribute to JRS UK's communications by drafting articles and speaking at external events.

Other

- Undertake other duties and responsibilities as the Director may from time to time request; JRS UK is a small team and all staff are sometimes called on to support the work of others.

Person specification

Essential

- Sympathy and congruence with the values of JRS and deep commitment to JRS' mission of accompaniment, service and advocacy for refugees and those who have been forcibly displaced
- At least 15 years of experience of working in a relevant area, including 10 years managing projects and people
- Experience of planning projects and leading change
- Detailed knowledge of the issues facing those in the asylum system
- Experience of working in at least one of the service areas included in the role
- Commitment to promoting personal development and enabling growth in leadership in others
- Experience of managing volunteers
- High capacity for cooperative working, adopting participative decision-making and fostering such collaborative approaches in others
- Ability to identify themes arising from front-line work which are relevant to JRS UK's communications and advocacy work
- Ability to reflect on experience and encourage others to do so
- High levels of personal integrity
- High levels of personal resilience
- High levels of emotional intelligence, empathy and sensitivity
- Maturity and judgment to navigate healthy boundaries and support others to do so
- Experience of working with people from diverse backgrounds, including working alongside those from refugee backgrounds, members of religious orders and others
- Respect and curiosity for different perspectives, backgrounds and beliefs; ability to foster this openness of approach within teams
- Enthusiasm for working in a faith-based organisation and sympathy for the motivation of those whose life is grounded in faith

Desirable

- Experience of working in a community organisation or similar setting with high levels of participation of beneficiaries
- Experience of leading strategy development
- Experience of supporting front-line staff responding to trauma
- Experience of speaking at small events
- Familiarity with the principles of Catholic Social Teaching
- Familiarity with Ignatian spirituality

Duration: Permanent contract;

Location: JRS UK office, Hurtado Jesuit Centre, Wapping, London

Salary: £44-50K pa; full time

Pension: Additional 10% of salary of employer's contribution

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