

Job Description: Accommodation Manager

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 alongside refugees and forcibly displaced people. 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 provides advice and casework, practical support, creative and therapeutic activities, a small hosting scheme (*At Home*) and house for women, a specialist legal advice service for destitute asylum seekers; we also run a detention outreach service to Heathrow and Colnbrook IRCs, 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. We are currently operating in a hybrid model because of COVID, with in person activities, the JRS (food bank) shop and one-to-one advice appointments in the Centre and other support continuing to be offered remotely. JRS currently has 24 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.

Accommodation Manager

The Accommodation Manager is a full-time post on a permanent contract supporting JRS UK's accompaniment, service and advocacy on behalf of those made destitute by the asylum process.

JRS UK has been working with destitute refugees for many years and providing temporary accommodation through our hosting scheme '*At Home*' since 2012. In partnership with the Sisters of the Holy Family of St Emilie, we have been able to expand our accommodation provision to also include a 10 bedroom house in Stockwell, South London (Emilie House) to provide stable accommodation for women we support. The role of the Accommodation Manager is to oversee all aspects of our accommodation provision, including Emilie House and the hosting project, and work on expanding and developing our accommodation provision so that we can support more destitute refugee friends. The Accommodation Manager will supervise an Accommodation Officer and work closely with the Destitution Services and Legal teams at JRS UK to ensure those we support with accommodation are receiving the specialist advice and casework needed to move out of destitution. The Accommodation Manager will also work closely with the Senior Operations Manager and Communications and Development Manager to seek out new opportunities for accommodation with the aim of expanding our provision to include a men's house.

Specific responsibilities

Service management

- Oversee the work of the accommodation project (including Emilie House and *At Home*), ensuring that it provides safe and supportive accommodation for destitute asylum seekers in need.
- Maintain and review methods of assessing need for accommodation and implement clear referral systems, working with the Destitution Services team to collect and process referrals.
- Work with Accommodation Officer to develop our *At Home* project, promoting hosting and recruiting new hosts.
- Work with Senior Operations Manager and Communications and Development Manager to explore other opportunities to expand accommodation provision to include a Men's House.
- Work with Senior Operations Manager to ensure all policies relating to accommodation provision are regularly reviewed and updated.
- Complete risk assessments for *At Home* and Emilie House and review them annually.
- Ensure that Emilie House meets all health and safety standards and liaise with contractors to complete the relevant safety checks (gas safety, electrical safety *etc*).
- Respond to any issues concerning the lease of Emilie House, working in coordination with the Senior Operations Manager.
- Manage any serious issues with hosted guests or residents in Emilie house and implement the warnings and eviction process if necessary.
- Coordinate out of hours on call rota and provide sufficient training for those who are on call to be able to deal with any emergencies.

People management

- Provide training for staff and volunteers involved in the accommodation project.
- Work with JRS Project Managers to develop long-term organisational strategy for developing and supporting JRS volunteers.
- Support the Accommodation Officer with the collection and prioritisation of referrals for JRS accommodation.
- Oversee the monitoring and evaluation process, ensuring that the relevant data is collected and that the accommodation project is having the intended impact.

Awareness raising, advocacy and networking

- Collaborate with the Senior 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.
- Represent JRS at regional and national NACCOM meetings and engage with any other networks relating to accommodation provision and destitution amongst asylum seekers.
- Public speaking on behalf of JRS at external facing events.

Casework management

- Work with the Accommodation Officer to ensure that support needs of hosted guests and residents of Emilie house are met through regular liaison with the Destitution and Legal teams.
- Ensure high standards of data recording for individuals, which is compliant with GDPR.

Financial management and grant reporting

- Work with the Senior Operations Manager to monitor budgets and spending for Emilie House and *At Home*.
- Work with the Fundraising Team to collect data and case studies for funding applications and grant reports.
- Ensure accurate monitoring of service provision and spend for grant reporting.
- Develop and implement systems for measuring impact with the Fundraising Team.

Partnerships

- Maintain strong relationships with the Holy Family of St Emilie and any other partners supporting our work in the accommodation projects.

Person specification

Essential

- Sympathy and congruence with the values of JRS and enthusiasm for JRS' mission of accompaniment, service and advocacy alongside refugees.
- Experience of managing accommodation provision for vulnerable people.
- An understanding of the asylum process and causes of destitution amongst asylum seekers.
- Experience of managing staff and volunteers
- Ability to listen, empathise with others, build and maintain relationships across cultures
- Demonstrable ability to support others to manage difficult relationships
- Experience of project management, designing and reviewing processes and procedures.
- Experience of carrying out monitoring and evaluation to assess the impact of support and intervention.
- Ability to work flexibly as part of a small and varied team.
- Ability to problem-solve and find creative solutions to challenges.
- Experience of working with people from varied backgrounds and faiths.
- Good oral and written communication skills.
- Computer literacy: competent IT skills with Word, Excel and willingness to learn to use other databases.
- Commitment to ongoing personal growth and development.
- Ability to reflect on experience and learn from it.

Desirable

- Experience in mediation
- Experience of facilitating the building of community.
- Experience of delivering and facilitating training sessions.
- Experience of working or volunteering in a faith-based organisation or similar setting.
- Experience of working with interpreters.

Key Relationships

- Reports to the Senior Operations Manager of JRS UK.
- Line manager of the Accommodation Officer and a range of volunteers from many varied backgrounds.
- Work closely with the JRS Management team
- Will need to develop and maintain good relationships with the Sisters of the Holy Family of St Emilie (owners of Emilie House) and any other future stakeholders who wish to partner with JRS UK to provide accommodation.

Duration: Permanent contract

Location: JRS UK office, Hurtado Jesuit Centre, Wapping, London (hybrid working is possible; will require regular (weekly) travel within London to Emilie House and Host Placements)

Salary: £ 38,000 - £43,000

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

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