

Position details

Position title:	Support Services Manager - Refugee Support
Salary:	GBP 24,000 to 26,000 per annum depending on experience.
Position category/type:	Migrant & Refugee Services
Date posted:	13/11/2020
Application closing date:	28/11/2020
Interview date:	11/12/2020
Location:	African Rainbow Family's (ARF) and Manchester Migrant Solidarity's (MiSol) offices are based in The Monastery, Gorton Lane, Manchester. M12 5WF, ARF has branches in Birmingham, Leeds and London which requires monthly travel to each branch. Currently, all ARF's and MiSol's Coordinators and volunteers are working from home due to Covid-19. A mix of working at home and/or the office is likely for the foreseeable future. When face-to-face service delivery resumes, there might be occasional travel outside of Manchester and these branches with plenty of notice.
Contract type:	Permanent and Full Time One year fixed term with possibility of extension depending on funding availability
Full Time:	37.5 hours per week
Package:	We offer a wide range of staff benefits, these include: <ul style="list-style-type: none">• 33 days holiday (including Bank Holidays)• Up to 8% contributory pension• Flexible working policy - online/remote due to Covid-19

Attachments:

- Job description and person specifications
- Application and equal opportunity forms
- Policy on the Recruitment of Ex-Offenders

HOW TO APPLY: Please read the job description and person specification. Email your completed application form and optional monitoring form to info@africanrainbowfamily.org. The successful applicant will be required to undergo an enhanced DBS check and to disclose all non-protected criminal records at the point of conditional job offer.

We are recruiting!

African Rainbow Family and Manchester Migrant Solidarity, we are two leading UK grassroots charity and community group founded by, led by and run by and for LGBTIQ+ and non-LGBTIQ people seeking asylum to providing support to vulnerable LGBTIQ+ and non-LGBTIQ people who are seeking asylum in the UK. We are recruiting for a new, exciting role as part of our growing team.

Are you passionate about supporting and campaigning for the rights of LGBTIQ+ and non-LGBTIQ+ people seeking asylum, migrants and refugees who are in vulnerable situations in the UK?

We are recruiting for a full time Support Services Manager. The Services Manager would work 37.5 hours weekly across both groups, 4 days per week with African Rainbow Family and 1 day per week with Manchester Migrant Solidarity from the same office.

This post would involve working with groups that campaign for social change, advocate for justice for people who are seeking asylum including those who are lesbians, gays, bisexuals, transgenders, intersex (LGBTIQ+). It would provide support services for refugees, people seeking asylum and migrants in vulnerable situations in Manchester, Birmingham, Leeds and London.

For this new full-time role, the Support Services Manager will lead on growing, developing and delivering our services which deliver practical, legal, psychosocial, and emotional support to LGBTIQ+ and non-LGBTIQ+ people who are seeking asylum. For this 'hands-on' position, which both oversees and helps deliver key services, you will play a key role in helping to build the self-esteem, confidence and support networks of LGBTIQ+ people seeking asylum by:

- Facilitating regular meetings of peer support groups.
- Providing one-to-one emotional and practical support
- Visiting LGBTIQ+ people seeking asylum held in immigration detention centres
- Ensuring that African Rainbow Family where appropriate, refers members to legal representatives with specialist knowledge of LGBTIQ+ asylum claims
- Recruiting and managing a small team of volunteers to help with service delivery. Potentially of junior staff in the future.
- Working with the Trustees to help fundraise for ARF and MiSol services.
- Sharing your knowledge by providing advice, guidance and training to other organisations working with LGBTIQ+ and non-LGBTIQ+ people who are seeking asylum.

This is a unique opportunity to build on previous experience in support work, counselling, or other casework with potentially vulnerable individuals to help advance the safety, wellbeing and social integration of LGBTIQ+ people seeking asylum.

ARF and MiSol have been supporting LGBTIQ+ and non-LGBTIQ+ people through the asylum and immigration process and campaigning for their rights since 2014. We are committed to equality, diversity and inclusion, and welcome applications from all sections of the community. The post is subject to an occupational requirement permitted under Schedule 9, Part 1 of the Equality Act 2010 and is only open to those who identify as lesbian, gay, bisexual, trans*, queer or intersex (LGBTIQ+). Owing to the nature of the work with vulnerable adults, the successful applicant will be required to undergo an enhanced DBS check and to disclose all non-protected criminal records at the point of conditional job offer.

In this role, you will ensure the provision of high-quality, holistic person-centred, advice, advocacy support, empowerment and campaigning for social change for people in a range of complex and crisis related situations.

You will ensure the groups' practical peer support continue to thrive.

- Provide advice across a range of immigration support areas including signposting to Solicitors with specialist knowledge of LGBTIQ+ and non-LGBTIQ+ asylum claims, destitution, welfare benefits, health and community care as well as specialist advice on asylum support. The two groups offer several specialist supports for LGBTIQ+ and non-LGBTIQ+ people including those who have experienced gender based violence (GBV); abuse and survivors of trafficking.
- Manage the provision of practical destitution support in the form of emergency hardship payments, hygiene packs, and hot meals for those that are destitute.
- Reporting to the Chair - of Trustees and Management Committee Group of ARF and MiSol.
- Work with a team of volunteers to provide face-to-face, telephone advice and practical support.
- Work very closely with other volunteer Coordinators in Manchester, Birmingham, Leeds and London areas, as part of a diverse and dynamic operational team.
- Working to support members at all stages of the asylum process; providing support and lead around identified campaign area, advice and advocacy on welfare support. Our primary roles are to promote empowerment, practical self-help and peer support to enable people to navigate the asylum process and achieve freedom and safety.

Could this position be for you? It could, if...

You delight in the knowledge that our team comes from many different backgrounds, and the common link we all share is that we all are either refugee, migrant or seeking asylum with love in supporting each other in the most vulnerable positions in the society.

You have an understanding of, and can advocate on behalf of our members regarding issues relating to refugees, people seeking asylum and migrants (including rights and entitlements).

You have experience providing sensitive, safe and empowering support to distressed people in vulnerable situations

You're a team player who can keep calm and who's comfortable within what can sometimes be a demanding environment

Get to know us...

African Rainbow Family (ARF) is a small registered charity (No. 1185902) that support lesbian, gay, bisexual, transgender intersexual and queer (LGBTIQ) people of African heritage and the wider Black Asian Minority Ethnic groups.

ARF was established in 2014 by a lesbian in the wake of some Commonwealth countries in Africa's toxic and draconian anti-gay laws; persecutions and environment which seek to criminalise LGBTIQs for the preference of whom they choose to love. ARF provides:

- Support For LGBTIQ Refugees and People Seeking Asylum
- Support communities who face constant harassment, hate crimes and discrimination heaped on them by an ignorant society because of their sexuality or sexual preferences and or gender identity.
- Campaigning For Global LGBTIQ Equality.

Manchester Migrant Solidarity (Manchester MiSol) is a self-help group set up as a convergence space for all migrants. Including people seeking asylum. Offering practical and social activities for mutual support, empowerment and solidarity with non-migrants to build a powerful political voice against the systematic mistreatment of migrants in the UK. We undertake:

- Awareness raising of migrants and issues facing people seeking asylum
- Workshops (appeals, legal, campaigning etc.)
- Language help/lessons
- Socials (cooking, film showing etc.)
- Anti-deportation mobilisation and detention support

In Manchester Migrant Solidarity and African Rainbow Family, we will not tolerate any form of misconduct, including sexual harassment, exploitation and/or abuse. We have a code of conduct in place, and are committed to creating a culture of integrity in the organisation where misconduct is not tolerated. Situations of abuse are quickly investigated and perpetrators will be dealt with effectively.

Follow us on Twitter @AfricanRainbow1 @ManchesterMiSol

Solidarity with Migrants in Manchester

&

A World Without Prejudice

Support Services Manager: Job description

PURPOSE

The Support Services Manager is responsible for the day-to-day development and delivery of ARF's and MiSol's support services to help achieve our goals:

1. LGBTIQ+ and non-LGBTIQ+ people seeking asylum and refugees are safe, accessing services, and integrated into wider communities.
2. LGBTIQ+ and non-LGBTIQ+ people seeking asylum are supported through their immigration/asylum process in the UK.

The role will help achieve the following **outcomes for ARF's and MiSol's members**:

1. Less isolation
2. Improved self-esteem and confidence
3. Safe and appropriate housing
4. Access to mental health and wellbeing support and medical care services
5. Access to quality, pro bono or legal aid legal representation

RESPONSIBILITIES

Service development and delivery

- Work with the Trustees and Management Committee and consult with members to develop ARF's and MiSol's support services in line with the changing needs and demands of LGBTIQ+ and non-LGBTIQ+ people seeking asylum and refugees.
- Lead on developing a strategy to maintain and develop new partnerships with LGBT and non-LGBT campaigners and organisations, to ensure that we meet our charitable objective to reach further and deeper into communities.
- Oversee empowerment events and support delivery of other teams' events, ensuring all events achieve a professional standard and high quality.
- Conduct vulnerability assessments and prioritise people to receive ARF's and MiSol's services.
- Work with legal partners, branch Coordinators and volunteers to organise monthly asylum meetings.
- Provide one-to-one emotional or practical support in person or over the phone
- Facilitate other support group meetings such as 1-2-1 and group mental health/therapy/counselling sessions for members
- Make referrals or signpost to other specialist organisations and agencies, including mental and physical health NGOs, pro bono and/or legal aid lawyers
- Visit LGBTIQ+ people held in immigration detention centres to provide emotional support
- Write letters of support for members in line with ARF's policy
- Attend court hearings in support of ARF's and MiSol's members where practicable.
- Keep records and monitoring data in accordance with policies, data protection law, donor requirements and ARF's and MiSol's impact framework.
- Support members to engage in media work or to attend meetings with stakeholders.

People management and supervision

- Recruit, train and manage volunteers to assist with delivery of social events and other services and respond to queries to the office.
- Provide supervision volunteers. Potentially junior staff.
- Long-term: Recruit, train and manage other support services staff, and provide cover during periods of leave

Other

- Develop and deliver training to other organisations working with LGBTIQ+ and non-LGBTIQ+ people seeking asylum and refugees
- Draft reports for trustees, donors and other stakeholders
- Keep up-to-date with changes in law and policy that affect ARF's and MiSol's members with the support with Trustees and Management Committee.
- Provide input to ARF's and MiSol's policy, advocacy and communications work.
- With support from the Chair and Management Committee, identify funding opportunities for ARF's and MiSol's work. Assist in the development of funding bids and proposals, utilising appropriate research and evidence to support applications
- Assist the Chair and Management Committee with delivery of ARF's and MiSol's strategies.
- Occasional media work and public speaking
- Comply with all ARF's and MiSol's policies
- Undertake other reasonable tasks as requested.

Reporting

The Chair/Trustees and/or Management Committee will line manage the Support Services Manager. Supervision requirements will be discussed with the successful candidate.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.

Support Services Coordinator: Person specification

EXPERIENCE	ESSENTIAL/ DESIRABLE
Experience in providing professional support (minimum 2 years) for example support work, social work, counselling, casework (legal or non-legal).	E
Experience of managing staff	D
Experience of managing volunteers	D
Experience of providing emotional support to vulnerable people	E
Experience of working in, or familiar with, the LGBTIQ+ and non-LGBTIQ+ community	E
Experience of working with people who have claimed asylum	E
Experience of working in the voluntary and/or community sector	E
Experience of coming out	E
Understanding and awareness of intersections of oppression and an understanding of power and privilege in relation to people seeking asylum.	E
Experience of working in and/or creating a culture of team working, where people feel empowered, respected and valued, and accountable for the work they do	E
KNOWLEDGE, SKILLS AND ABILITIES	ESSENTIAL/ DESIRABLE
Ability to support development of services and systems.	E
Ability to conduct vulnerability or needs assessments, decide on appropriate services, prioritise people to receive ARF's and MiSol's services and inform people when a service can't be offered to them.	E
Ability to work with and provide non-clinical/non-therapeutic support to vulnerable people. Including with poor mental health, a history of self-harm or attempted suicide, who have experienced violence, abuse, sexual exploitation, homelessness, or trauma, or are potential victims of trafficking.	E
Ability to facilitate support groups	E
Ability to support people on a one-to-one basis.	E
Ability to work with people from diverse religious, cultural, national, sexual and ethnic backgrounds.	E
Excellent listening skills and an ability to create rapport	E
Ability to manage difficult conversations and complex and challenging behaviour	D
Knowledge of good practice in one-to-one casework with vulnerable members and of	D

good safeguarding practice	
Knowledge of coming out experiences across cultures and identities	D
Ability to use software programmes including MS Word, Excel (basic) and PowerPoint.	E
Knowledge of voluntary and statutory services available to people seeking asylum	D
Ability to design and deliver training	D
Knowledge of self-care techniques.	E
Knowledge of the asylum decision-making and support system	E

ESSENTIAL CORE COMPETENCIES

Passionate about equality and human rights, particularly in regards to LGBTIQ+ and non-LGBTIQ+ people seeking asylum and refugees
Good verbal and written communication skills
Ability to work independently, understanding the importance of seeking guidance and support when required
Ability to plan and prioritise work and meet deadlines
Ability to remain calm and respond flexibly to a fast changing environment
Ability to work collaboratively within a small team and volunteers
Ability to work flexibly and occasionally outside regular office hours
Ability to identify flexible approach, knowing when to support and when to lead