

Position details

Position title: Support Services Manager - Refugee Support

Salary: GBP 25,000 per annum depending on experience.

Position category/type: Migrant & Refugee Services

Date posted: 10/05/2021

Application closing date: 04/06/2021

Interview date: Week beginning 14/06/2021

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 meeting centres in Birmingham, Leeds, London and Cardiff which requires monthly travel to each branch. Currently, all ARF's and MiSol's Staff 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 meeting centres 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:

- 23 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 an 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 Support 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, London and Cardiff.

For this 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 LGBTQI+ people seeking asylum held in immigration detention centres
- Ensuring that African Rainbow Family where appropriate, refers service users to legal representatives with specialist knowledge of LGBTQI+ 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.

We particularly encourage people who are refugees or from immigrant backgrounds and/or Black Asian Minority Ethnic and LGBTIQ+ who are passionate about advocacy, justice and social change for people who are seeking asylum to apply.

[Please click here to access the full application pack: job description and person specification.](#)

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 in Manchester, Birmingham, Leeds, London and Cardiff centres, as part of a diverse and dynamic operational team.
- Work very closely with Funding & Fundraising Officer and Media and Fundraising Volunteer to identify funding priorities.
- Working to support service users 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 service users 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