



African Rainbow Family

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 service users:**

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 service users 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 service users.
- 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 service users in line with ARF's policy
- Attend court hearings in support of ARF's and MiSol's service users 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 service users 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 service users 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 Chairperson and/or Management Committee will line manage the Support Services Manager. Supervision requirements will be discussed with the successful candidate.

Support Services Coordinator: Person specification

EXPERIENCE	ESSENTIAL/ DESIRABLE
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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 service users and of good safeguarding practice	D
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