



# Nottingham & Nottinghamshire REFUGEE FORUM

## Resettlement Manager

### JOB DESCRIPTION

<b>Post:</b>	Resettlement Manager
<b>Hours:</b>	37 hours per week Occasional evenings and weekends may be required
<b>Location:</b>	Nottingham Refugee Forum, Sycamore Centre, 33a Hungerhill Rd, Nottingham, NG3 4NB
<b>Salary:</b>	£31,508 per annum
<b>Duration:</b>	Permanent
<b>Responsible to:</b>	Deputy Director

### JOB SUMMARY

The Resettlement Manager will oversee the delivery of the Home Office resettlement schemes. These schemes are managed in partnership with Nottingham City and County Councils.

Our Resettlement Team consists of a Coordinator, Caseworkers, Employability Caseworkers, a drop in Advice Worker, and a women's Caseworker. This post will be working in collaboration with the Coordinator and the Deputy Director to ensure the smooth running of the scheme.

As the Resettlement Manager, you will manage the scheme, provide line management and support to a team, covering their caseload if needed.

### MAIN DUTIES & RESPONSIBILITIES

#### Strategic Work

- Be an active member of the Management Team and feed into strategic aims and service delivery across Nottingham Refugee Forum.
- Support those with lived experience to participate in the development of our work.
- Ensure that Nottingham Refugee Forum continues to be known as a trusted partner to all external stakeholders and is recognised as a trauma informed organisation.
- Represent Nottingham Refugee Forum at regional and national events.
- Advocate for the rights and entitlements of asylum seekers and refugees on behalf of the organisation.

#### Service Delivery

- Ensure the Resettlement Scheme is meeting its service delivery targets.
- Lead and develop the team to ensure that clients receive accurate information and appropriate support.
- Ensure the team provide in-depth advice and ongoing support to empower clients and promote independence.
- If needed, advocate with service providers and other agencies on behalf of clients to ensure they are able to access all of their rights and entitlements.
- Provide casework cover during staff absences.
- Coordinate Employability and Drop-in Projects
- Ensure staff and volunteers keep accurate records of casework.

### **Personnel/HR**

- Provide line management, including recruitment, induction, supervision, annual appraisals and performance management for the team and volunteers in agreement with your line manager.
- Support and develop staff and volunteers to ensure their continued professional development.
- Manage Resettlement Coordinator, Employability Workers, Women's Worker and drop-in Advice Worker.

### **Partnership Work/External Links**

- Liaise with external partners such as Nottingham City and County Councils regarding all aspects of service delivery.
- Attend relevant interagency meetings and conferences to influence positive change.
- Develop and maintain positive relationships with statutory and voluntary sector service provider partners.

### **Monitoring and Evaluation**

- Maintain effective monitoring and evaluation systems and processes for the resettlement scheme following GDPR requirements in line with the requirements of the contract Agreements.
- Ensure the voice of clients are included in the relevant evaluation systems to continually improve services.
- Prepare reports, case studies and information as required for Nottingham Refugee Forum and stakeholders.

### **Finance**

- Manage and authorise day-to-day team and project expenses.
- Manage and input into yearly budget reviews and monitoring.
- Provide accurate data for NCC invoices.

### **Organisational Responsibilities**

- To be a Nottingham Refugee Forum ambassador by upholding and demonstrating the organisational values and behaviours at every opportunity, through verbal, written and face to face communication
- Work collaboratively with other staff and departments to help prepare and set up events e.g. Refugee Week, Conferences and AGMs
- Comply with Nottingham Refugee Forum's safeguarding standards and procedures
- Provide support to other Nottingham Refugee Forum projects (General Advice, Specialist Advice team) if needed
- Participate in own supervision and appraisal process and attend staff and team meetings
- Any other duties which may reasonably be regarded as within the nature of the duties and responsibilities of the post, subject to the proviso that any changes of a permanent nature will be incorporated into the Job Description in specific terms, following consultation with the postholder
- The postholder will be required to undergo an enhanced DBS check for this position

***This list of duties & responsibilities is not intended to be exhaustive. The post holder will be expected to perform additional tasks when required; these tasks will be in keeping with the general profile of the role.***

## PERSON SPECIFICATION

*Candidates will be short-listed on the following specifications and need to address each of them in their application.*

*All relevant experience whether paid or voluntary, in the UK or overseas may be included. NNRF values different & creative ways of working.*

E – Essential, D – Desirable

## EXPERIENCE

- Minimum of two year's recent experience of managing a team (E).
- Minimum one year's recent experience of providing advice and support in a paid or voluntary capacity to vulnerable people (E).
- Experience of liaising and negotiating with partners and external agencies (E).
- Experience of keeping work records and writing reports (E).
- Experience of collating and disseminating information (E).
- Minimum one year's recent experience of providing advice and support in a paid or voluntary capacity to asylum seekers and refugees (D).
- Experience of working with professional interpreters, both face to face and by phone (D).
- Lived experience of forced migration (D).

## KNOWLEDGE/COMPETENCIES

- Skilled at effective management and supervision (E)
- Sound knowledge of a range of statutory and voluntary sector services (E).

- Knowledge of safeguarding (E).
- Effective spoken and written communication skills in English (E).
- IT competence including word processing, databases, use of the internet and email (knowledge of AdvicePro an advantage) (E).
- Full UK driving licence and access to own vehicle with appropriate insurance (E).
- Understanding of GDPR regulations (D).

## PERSONAL CHARACTERISTICS

- Able to relate sensitively to a wide range of people from many different ethnic, religious and cultural backgrounds
- Able to empathise with the life experiences of refugees and asylum seekers and recognise their possible effects on needs, attitudes and behaviour
- Understanding of the importance of maintaining confidentiality and an awareness of measures that are needed to ensure it
- Able to maintain good professional relationships with colleagues in other agencies
- Able to work in a co-operative, supportive manner within a small team
- Approachable and friendly personality
- Good time-manager, able to work on own initiative
- Willingness to work variable hours, including out of hours and/or at weekends as needed