**Project Manager**

**Transitions Project – Kirklees and Calderdale**

**(Office base in Bradford or Manchester)**

**Responsible to: Asylum Service Manager**

Transitions is a project which delivers across Kirklees and Calderdale to support asylum seekers through a mixture of OISC advice, advocacy and casework as well as evidence- gathering and the provision of therapeutic services.

Transitions is funded until January 2020 by the Big Lottery Fund and will be   
delivered in partnership with Kirklees Citizens’ Advice and Law Centre   
(KCALC) in Huddersfield, St Augustine’s Centre in Halifax and Solace.

The office base for this post can be in either Bradford or Manchester. The successful candidate will be part of the West Yorkshire team and, if based in Manchester, will need to work from the Bradford office at least once a fortnight.

**Purpose of post**

* To oversee the delivery of Transitions in Kirklees and Calderdale and provide ongoing project management to our partners.
* To lead on the delivery of fresh claims advice work involving reviewing client files, evidence gathering for people considering fresh claims or appeals and to lead a team of volunteers engaging in this work.

To build local capacity to help asylum seekers by providing relevant training and groupwork to partner organisations.

**Main duties and responsibilities**

**For the service**

**Service user support and advocacy:**

* Provide project management support across all aspects of the project – in particular ensure and support the delivery of advocacy and casework services through the project partners;
* Recruit, induct, Support a team of volunteers to provide

evidence-gathering support for fresh claims and appeals for refused asylum seekers. Provide direct advice to refused asylum seekers wishing to make fresh claims

* Build the capacity of project partners by providing support and training to vounteers working on the project with them to enable them to deliver OISC accredited immigration advice;
* Ensure that volunteers operate at all times within the principles of impartiality and confidentiality, in accordance with Refugee Action's vision, values, principles, policies and procedures and in accordance with volunteering best practice;
* Keep full, accurate and up-to-date records and statistical data, support project partners and volunteers to do so and ensure timely reporting to funders;
* Work with other Refugee Action teams to ensure that the service always complies with advice best practice and the standards of the Advice Quality Standard and the Office of the Immigration Services Commissioner.
* Work in close partnership with, and support the work of, interpreters.

**General duties and responsibilities:**

* Contribute to Refugee Action’s national workstreams - Ending Asylum Poverty, which aims to eradicate poverty and homelessness amongst the UK’s asylum-seeker population and Increasing Asylum Justice, which works for changes and improvements to the asylum system to provide greater access to justice to those seeking asylum.
* Safeguard at all times confidentiality of information relating to clients;
* Carry out administrative tasks in the support of the work of the project and contribute to the development and maintenance of effective information and monitoring systems;
* Liaise and negotiate with relevant statutory and voluntary sector organisations;
* Assist in promoting and publicising the work of Refugee Action through work including: identifying case studies: appearance in the media: and promotional events;
* Collect key data needed for planning and delivering the service and for management reports;
* Participate fully in regular team meetings and other Refugee Action staff meetings, planning and review sessions, conferences and working groups as required;
* Represent Refugee Action at external meetings and contribute to meetings with funders as appropriate;
* Liaise and cooperate with other teams in Refugee Action as appropriate.

Employees are required to carry out all the above in accordance with the aims, values and policies of Refugee Action, in particular its confidentiality and equal opportunity policy.

The above duties will be prioritised by the line manager in consultation with the post-holder. The post-holder may be asked to re-organise his/her work in order to help the agency to respond to changes in type or extent of needs of refugees, which can arise from time to time. This would be done in a way consistent with the purposes and nature of the post and in consultation with the post-holder.

**Candidate Specification**

All experience may be paid or voluntary, full or part-time. Candidates will be short-listed on the following specifications, and should write about each of them in the application form.

The successful candidate will ideally have OISC accreditation to Level 2. If the candidate does not have OISC Level 2 they must have OISC accreditation to at least Level 1 and be prepared to work towards taking the OISC Level 2 exam within the first few months of being in post.

**Experience, skills, understanding and knowledge**

* Excellent project management skills.
* Experience of developing and managing partnerships with other organisations in support of clients.
* Understanding of the asylum system and asylum support system and ability to provide advice, including legal advice around the asylum process and related support entitlements;
* Experience of recruiting, supervising, training, coaching and motivating volunteers in an advice capacity;
* Experience of delivering training sessions and group work to partner organisations to increase knowledge, awareness, skills and capacity.

In addition to the above, candidates will be interviewed on the following if they are short-listed. Candidates need not write about these points in the application form.

* Understanding of and commitment to key advice principles such as confidentiality, impartiality and non-directive approaches and a commitment to equality of opportunity;
* Knowledge and understanding of recognised ‘good practice’ in relation to volunteering within organisations;
* Insight into the needs, hopes and experiences of asylum seekers and refugees
* Experience, commitment and understanding of the importance of cultural diversity.
* Excellent written communication skills and experience in presenting clear and accurate written documents to present evidence and advocate;
* Ability to produce statistical and narrative reports to meet the needs of funders and to provide evidence of the progress of the service to Refugee Action’s Senior Management team and Trustees.
* Excellent verbal communication skills, including the ability to communicate to new audiences about the aims and achievements of the project;
* Understanding of the impact of working with people in a situation of transition and uncertainty, and of appropriate ways of handling that impact at work;
* Ability to plan and manage workload within tight timeframes including case management experience;
* Ability to be administratively self-sufficient, including the ability to record data for monitoring purposes, with a working knowledge of Access and Excel;

**Terms and conditions of employment**

This post is offered on a part-time, permanent basis initially funded until January 2020. The following conditions of service will apply:

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| Salary | £29,055- £31,401 (Salary band 4a, NJC pts 32 - 35) p.a. pro rata. All new employees will normally start at the bottom of the salary band. |
| Location | Kirklees and Calderdale with an office base in Bradford or Manchester. The successful candidate will be part of the West Yorkshire team and, if based in Manchester, will need to work from the Bradford office at least once a fortnight. |
| Annual increments | Increments of one point per annum to the maximum of the band are paid on the 1 April. To qualify the post holder must be confirmed in post and employed since the first of the previous October. |
| Pension | Refugee Action will contribute 8% of gross basic salary, plus £50 per month (pro rata for part time staff) into a pension plan. |
| Holidays | 24 days per year plus public holidays (pro rata for part-time posts). Holiday entitlement increases to a maximum of 31 days per year, reached within 5 years of employment (pro rata for part-time posts). |
| Hours of Work | 28 hours per week (excluding lunch breaks). |
| Probation | This post will have a probationary period of six months. |
| Notice | One month’s notice of termination of employment on either side. |
| Disability | We are committed to making every reasonable adjustment to the workplace or working arrangements so as to accommodate people with disabilities. |
| Child care vouchers | Staff members are able to purchase childcare vouchers through the payroll. This offers a saving as they are exempt from tax and NI. Limits on the value of the vouchers staff can purchase are set by the government and reviewed annually. |
| Employee Assistance Programme (EAP) | All Refugee Action staff are subscribed to use a 24 hour confidential support line. Face to face counselling can also be arranged with the EAP’s trained counsellors if appropriate. |
| DBS: | Employment in this post may be subject to satisfactory police clearance being obtained. Because of the nature of the work for which you are applying, this post is exempt from the Rehabilitation of Offenders Act 1974 (exception) Order 1975 and you are therefore not entitled to withhold information about convictions which for other purposes are ‘spent’ under the provision of the Act. |