



## Job Description

**Job Title:** Part time Temporary Service Manager (2.5 days per week)

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**Responsible to:** Sanctuary Hosting Management Committee

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**Salary:** Temporary Contract, £24,000 – £26,000 per annum gross (pro rata)

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**Duration:** 12 months, April 2018 – April 2019 (to cover for maternity leave of existing post-holder).

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**Managing:** Part time Service Coordinator and overseeing the management of volunteers

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**Location:** Various locations in Oxfordshire, Buckinghamshire and Berkshire

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**Last updated:** 4<sup>th</sup> February 2018

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### Context

Sanctuary Hosting was initiated in March 2015 by Oxford City of Sanctuary in order to contribute a solution to the problem of homeless sanctuary seekers on our streets. The project matches homeless asylum seekers, refugees and vulnerable migrants to people with spare rooms and open hearts in the community, who are prepared to have someone to stay with them rent free for a pre-defined period of time.

Sanctuary Hosting is a registered UK Charity managed by a board of trustees (the Management Committee).

The scheme attaches great importance to ensuring that hosts and guests are properly assessed and supported and that everything is done to ensure that placements are safe and have the best possible chance of succeeding. All hosts are visited and interviewed and DBS and reference checks are undertaken.

Since its inception the scheme has been successful in helping 66 people who were homeless to find accommodation and in providing over 10,000 nights of accommodation to people who would otherwise have been homeless.

Following a successful bid to the Big Lottery in partnership with the British Red Cross and Citizens Advice Reading in 2016, Sanctuary Hosting is in the process of expanding the scheme over the three counties of Oxfordshire, Buckinghamshire and Berkshire.

The post has become available on account of the existing post-holder going on maternity leave.

### Overall Purpose of the Post

The Service Manager will have overall responsibility for the delivery of the service and its expansion over three counties. They will work closely with Sanctuary Hosting Management Committee to ensure the scheme is safe and effective. Managing the part-time Service Coordinator, they will have overall responsibility for recruiting, training, supporting and supervising

all of Sanctuary Hosting's volunteers. They will also have lead responsibility for assessing and responding to guest referrals and coordinating, facilitating and supporting hosting placements.

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## Main Duties and Responsibilities

### **Management of volunteers and the Service Coordinator**

Recruit, train, supervise, support and manage, a team of volunteers and the Service Coordinator to assess and induct new hosts, and facilitate and support hosting placements.

Oversee the recruitment of volunteer hosts according to the scheme's procedures.

Oversee the peer support between hosts, providing opportunities for hosts to share their experiences and learning.

Develop volunteer recruitment systems and procedures, working with Sanctuary Hosting Management Committee.

Ensure all volunteers have a clear understanding of their role and remit and receive appropriate support and supervision.

Develop guidance, tools and training resources to enable volunteers to carry out their roles safely and competently, working with Sanctuary Hosting Management Committee.

Ensure that volunteers delivering the service are fully aware of and trained in appropriate health and safety procedures and risk assessments

### **Service Development**

Overall responsibility for developing the scheme to cover Buckinghamshire and Berkshire as well as Oxfordshire.

Working with the Management Committee, develop and implement operational plans, policies and procedures to ensure the scheme functions effectively and safely.

Scope and identify funding opportunities and work with the Management Committee to make appropriate funding applications.

Develop mechanisms for collecting feedback from hosts, guests and volunteers and ensure this feedback is used to develop and improve the Sanctuary Hosting scheme.

Collate and analyse information on the work of Sanctuary Hosting, producing statistical and narrative reports about the scheme's performance for funders (including the Big Lottery), regulating bodies and the Management Committee as required.

Develop signposting and referral resources to ensure guests with additional needs can be supported appropriately.

### **Referral and caseload management**

Ensure referrals to the hosting scheme are responded to in a timely and professional manner.

Assess the suitability of asylum seekers, refugees and vulnerable migrants who have been referred to Sanctuary Hosting for crisis accommodation.

### **Promotion and developing partnerships**

Work collaboratively with members of the Sanctuary Hosting Management Committee and actively seek opportunities for collaborative and joint working relationships externally, which will enable the scheme to better meet the needs of its service users

Work productively and appropriately with existing partners for the Big Lottery Grant – namely Citizens Advice Reading and the British Red Cross.

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Build and maintain relationships with statutory, voluntary, community and faith organisations working with refugees, asylum seekers and vulnerable migrants in the Thames Valley Area and nationally as necessary.

Proactively promote and publicise the Sanctuary Hosting scheme through attending relevant forums, meetings and events and giving presentations about the scheme.

### **Administration**

Develop and maintain appropriate and secure systems to record volunteers' personal details, availability and whereabouts.

Develop and maintain effective and secure paper-based and electronic systems for tracking actions carried out on behalf of individuals referred to the scheme.

Ensure records are securely maintained at all times in line with data protection legislation.

Respond to telephone and email enquiries about Sanctuary Hosting.

### **General**

Ensure service standards, volunteer competencies and health and safety procedures are implemented and maintained across all areas of activity.

Implement and adhere to Sanctuary Hosting's policies and procedures, including Health and Safety and Equal Opportunities.

Make known to the Sanctuary Hosting Management Committee any circumstances, errors or omissions that may have a detrimental effect on scheme and its volunteers and guests.

Work with the Sanctuary Hosting Chair and Treasurer to assist with developing, implementing and managing operating plans and budget.

To work flexibly in accordance with the needs of Sanctuary Hosting, including undertaking out of hours and weekend work as required.

Commit to on-going professional development including participating in regular clinical and management supervision, relevant external meetings, forums and available training.

# Person specification

<b>Job Title: Service Manager</b>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of developing and delivering high quality, confidential, user-centred services for vulnerable people** E</li> <li>• Experience of providing support services to refugees, asylum seekers and/or vulnerable migrants** E</li> <li>• Experience of recruiting, supporting, managing and supervising volunteers and also, ideally, staff** E</li> <li>• Experience of fundraising and reporting on existing grants. **E</li> <li>• Experience of developing and maintaining effective working relationships with external stakeholders**E</li> <li>• Experience of developing, monitoring and evaluating services or projects in response to service user needs** D</li> </ul>
<b>Knowledge/ Technical Skills</b>	<ul style="list-style-type: none"> <li>• Working knowledge of issues affecting refugees, asylum seekers and vulnerable migrants**E</li> <li>• Working knowledge and understanding of legal provisions and good practice in relation to vulnerable people**E</li> <li>• Knowledge of statutory and voluntary services that provide support to refugees, asylum seekers and vulnerable migrants**E</li> <li>• Understanding of how to develop and implement operating plans, policies and procedures**D</li> <li>• Knowledge of health and safety good practice in a service delivery environment**D</li> <li>• Understanding of how to collate and interpret service delivery information including statistics and user feedback**E</li> <li>• Intermediate to advanced IT skills including email, Word, Excel, databases, internet and social media**E</li> <li>• Understanding of how to prepare, manage and monitor budgets**E</li> </ul>
<b>Competencies</b>	<ul style="list-style-type: none"> <li>• Excellent interpersonal skills including conflict resolution and consultation skills**E</li> <li>• Ability to communicate with people of diverse cultures and empower people by identifying and working with their strengths**E</li> <li>• Ability to write clearly and accurately and give verbal presentations**E</li> <li>• Ability to work flexibly as part of a team**E</li> <li>• Ability to motivate, develop and supervise volunteers**E</li> <li>• Ability to manage own time and workload and prioritise a range of competing tasks**E</li> <li>• Ability to monitor and improve service quality through active consultation** E</li> </ul>
<b>Behaviours</b>	<ul style="list-style-type: none"> <li>• Ensure equal opportunities and anti-discriminatory practices and promote diversity**E</li> <li>• Recognise and value the contribution of others*E</li> <li>• Take responsibility for own actions and ability to undertake reflective learning**E</li> <li>• Uphold confidentiality in all aspects of your work with service users, volunteers and colleagues**E</li> </ul>
<b>Special Circumstances</b>	<ul style="list-style-type: none"> <li>• Able to work unsocial hours and respond to emergency situations as required**E</li> <li>• Able and willing to travel in Oxford and the surrounding Thames Valley area on a regular basis as necessary**E</li> <li>• Current driving licence valid for use in the UK and access to own vehicle**E</li> </ul>

**E = Essential criteria**

**D = Desirable criteria**