



## Job Description

**Job Title:** Director (24 hours per week, flexible working hours)

---

**Responsible to:** Sanctuary Hosting Board of Trustees

---

**Salary:** £30,000 per annum gross (pro rata)

---

**Managing:** Service Coordinator, Project Worker (Reading) and overseeing the management of Service Assistant and volunteers

---

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

---

**Last updated:** 3<sup>rd</sup> September 2021

---

## Context

Sanctuary Hosting is a registered UK charity founded in 2015 by Oxford City of Sanctuary to provide one solution to the problem of homeless sanctuary seekers on our streets. The project matches destitute people who are asylum seekers, refugees and vulnerable migrants (guests) with open-hearted members of the community (hosts) who have a spare room and are prepared to have someone to stay with them rent free for a defined period of time. The service operates across the Thames Valley, mainly in Oxford, Milton Keynes, Marlow and Reading. We have also started to work in Bedford.

In the past six years we have hosted 125 guests from 27 countries and provided over 25,000 nights of accommodation. The vast majority of the people assisted have no recourse to public funds (NRPF) and are destitute. More than 90 households have been recruited to host although not all are currently active, and we have worked with over 50 volunteers who provide additional support to hosts and guests.

All volunteer hosts and support workers (referred to collectively as volunteers) and guests are properly assessed and supported and everything is done to ensure that placements are safe and have the best possible chance of succeeding. All volunteers are interviewed and both DBS and reference checks are undertaken. Similarly, guests are interviewed and references are taken.

## Overall Purpose of the Post

The Director has overall responsibility for the safe and effective delivery of the service. Reporting to the board of trustees, they ensure that the work is carried out to meet the requirements of funders and within budget. They manage the Service Co-ordinator (Oxford & Milton Keynes area) and Project Worker (Reading & Marlow area) to ensure high standards are maintained in processing, assessment and response to guest referrals, as well as the coordination, facilitation and support of hosting placements. They ensure the effective recruitment, training, support and supervision of all Sanctuary Hosting's volunteers and enable the voice of guests to be heard in the design and delivery of our services.

## Main Duties and Responsibilities

### **Management of the charity**

Be responsible for maintaining and improving the quality and effectiveness of the service, developing mechanisms for collecting feedback from guests and volunteers and ensuring this feedback is used to develop and improve the hosting scheme.

Work with the board of trustees and staff team to develop and implement operational plans, policies and procedures to ensure the scheme functions effectively and safely, responding promptly and flexibly to changes in the external environment.

Work with the Fundraising Committee to identify funding opportunities and make appropriate funding applications, respond to fundraising opportunities and build relationships with individual donors.

Work with the Sanctuary Hosting Finance committee to assist with developing, implementing and monitoring operating plans and budgets.

Collate and analyse information on the work of Sanctuary Hosting, producing statistical and narrative reports about the scheme's performance for funders, regulating bodies and the board of trustees, ensuring that all monitoring reports are delivered on time and according to the requirements of the funder.

Keep abreast of immigration and asylum policy in order to work with the board of trustees to respond and adapt to the needs of people who are homeless with no recourse to public funds in the Thames Valley and lobby for the interests of our guests.

Work with the board of trustees to extend coverage of the hosting scheme to other parts of the Thames Valley where there is unmet need.

### **Management of staff, volunteers and the hosting service**

Ensure a timely and professional response to enquiries about hosting and volunteering and all referrals to the hosting scheme. This will include taking part in assessments and interviews.

Work with the Welfare Committee and staff team to manage guest placements and financial support, ensuring that any difficulties are resolved in an appropriate and timely manner and that as far as possible guests are enabled to move on successfully from their placement with us.

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

Carry out line management of the Service Coordinator and the Project Worker, ensuring they are effectively supported, supervised and trained and follow procedures.

Provide hands-on support to staff and volunteers to resolve complex issues that arise within the Sanctuary Hosting community.

Develop and oversee the recruitment, training, support and supervision of volunteers, ensuring that they have a clear understanding of their role and remit, receive appropriate support and supervision, are fully aware of relevant Sanctuary Hosting policies and are trained in appropriate health and safety procedures and risk assessments.

Ensure the provision of group peer support for the Sanctuary Hosting community (guests, hosts, staff and support workers), with opportunities for all to share their experiences and learning.

Develop guidance, tools and training resources and deliver training to enable hosts and support volunteers to carry out their roles safely and competently.

### **Promotion, communications and developing partnerships**

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

Be responsible for the Sanctuary Hosting monthly newsletter and for regular activity to promote the service on social media, aiming to recruit more hosts, volunteers and donors.

Develop and maintain relationships with funders and individual donors.

Work with members of the board of trustees to actively seek opportunities for collaborative and joint working with external partners that will enable the scheme to better meet the needs of our guests.

Work productively and appropriately with partner agencies including Asylum Welcome, Citizens Advice Reading and the British Red Cross to ensure that guests receive comprehensive and seamless support.

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.

### **Administration** *(Sanctuary Hosting currently uses a version of a database called Charity Log)*

Develop and maintain appropriate GDPR compliant systems to record personal details, availability and whereabouts of the Sanctuary Hosting community and ensure these are kept up to date by the staff team.

Develop and maintain effective systems for tracking actions carried out on behalf of individuals referred to the scheme and ensure these are kept up to date by the staff team.

Extract data from the database and maintain the monitoring spreadsheet of placements in order to supply regular reports to the board of trustees and funders.

### **General**

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

Make known to the board of trustees any circumstances, errors or omissions that may have a detrimental effect on the scheme and its stakeholders.

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 by participating in regular clinical and management supervision, relevant external meetings, forums and available training.

## Person specification: Director

E = Essential criteria D = Desirable criteria	
<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 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> <li>● Experience of supervision of staff and volunteers in challenging, frontline services** D</li> <li>● Experience of delivering participatory training** 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 policies and procedures including health and safety good practice ** D</li> <li>● Understanding of how to collate and interpret service delivery information including statistics and user feedback** E</li> <li>● Competent user of email, Word, Excel, databases, internet and social media** E</li> <li>● Understanding of how to manage and monitor budgets** E</li> </ul>
<b>Competencies</b>	<ul style="list-style-type: none"> <li>● Able to communicate with people of diverse cultures and empower people by identifying and working with their strengths** E</li> <li>● Able to resolve conflict** E</li> <li>● Able to write clearly and accurately** E</li> <li>● Able to give verbal presentations** E</li> <li>● Able to work flexibly as part of a team** E</li> <li>● Able to motivate, develop and supervise others** E</li> <li>● Able to manage own time and workload and prioritise a range of competing tasks within the working hours allocated** E</li> <li>● Able to monitor and improve service quality through active consultation** E</li> </ul>
<b>Behaviours</b>	<ul style="list-style-type: none"> <li>● Able to ensure equal opportunities and anti-discriminatory practices and promote diversity** E</li> <li>● Able to recognise and value the contribution of others** E</li> <li>● Able to take responsibility for own actions and to undertake reflective learning** E</li> <li>● Able to uphold confidentiality in all aspects of the work with service users, volunteers and colleagues** E</li> <li>● Able to maintain boundaries in a demanding, frontline context** E</li> </ul>
<b>Special Circumstances</b>	<ul style="list-style-type: none"> <li>● Able to work flexible hours, including some evenings and weekends 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 a vehicle** E</li> </ul>