



## ICN Job Description and Person Specification: Advice and Community Support Services Manager

<b>Contracted Weekly Hours:</b>	37.5 Monday to Friday 9am-5pm
<b>Contract Type:</b>	Permanent
<b>Salary:</b>	£31,447.50 per annum
<b>Annual Leave:</b>	25 days plus 8 bank holidays
<b>Location:</b>	Based at ICN Office, 200 Holdenhurst Road, BH8 8AS, + some hybrid working

### Role Overview

International Care Network is a Christian charity whose aim is to help rebuild the lives of asylum seekers and vulnerable migrants. We are looking for an experienced manager to manage 2 of the departments, which each require part time management, making up a full-time role. The first department is the **Advice Service**, which offers general advice as well as OISC (Office of the Immigration Services Commissioner) regulated immigration advice. The second department is the **Community Support Department**, which supports particularly vulnerable and isolated women and children, as well as offering emotional wellbeing support and community activities for male and female asylum seekers and refugees. For more information about each of the pieces of work, please see our website.

### Responsibilities

#### **General:**

- To be responsible to the CEO and trustees for the outworking of the charity's aims and objectives.
- To give overall leadership and management to the Advice Service and Community Support Department.
- To be the Designated Safeguarding Officer for the 2 departments, following ICN's safeguarding policy and processes.
- To develop and implement vision and appropriate strategy for the departments in collaboration with the CEO, management team, staff, volunteers, beneficiaries and stakeholders.
- To develop organisational procedures and systems for both departments and its personnel.
- To line manage staff within the departments (currently 8 members of staff in total, hoping to increase to 11 in due course). This includes supervision, monitoring timesheets, annual leave requests, training requirements, schedules and staff wellbeing.
- To be involved in and support the management team in charity-wide work such as policy updates, grant funding, compiling outcomes data, attending monthly management meetings, staff and volunteer recruitment, strategy and to undertake reasonable additional tasks as requested.
- To manage each department's budget with support from the CEO and Finance Officer.
- To produce quarterly statistics and reports of both departments for the trustee meetings.
- To play an active and positive role in staff and managers meetings when required.
- To identify relevant changes in the needs of asylum seekers and refugees and make recommendations to the management team.



- To represent ICN in relationships with the local authorities, Dorset and BCP, and with partner organisations.
- To represent ICN in relationships with refugee and asylum-seeking communities.
- To report all key developments to the management team.
- To work with the CEO to seek out, apply for, maintain and report on funding applications relevant to each department.

#### **Specific to the Advice Service:**

- To comply and keep up to date with requirements from the OISC regarding advisor registration and supervision for all relevant department staff.
- To comply with and keep up to date with all current ICN policy and procedures, especially in relation to the immigration and advice service.
- To keep up to date with and communicate with colleagues, any legislation changes in relevant areas of advice.

#### **Specific to the Community Support Department:**

- To implement the plans following the National Lottery Community Fund successful bid, which includes but is not exclusive to:
- To line manage relevant staff schedules for home visits and community activities (such as homework club, conversation corner, ladies ESOL classes etc).
- To manage venue hire for community activities.
- To line manage the new Volunteer Coordinator who will oversee ICN's volunteers including their wellbeing, training and recruitment.
- To manage the delivery of quality, needs led support for refugee women and their families. This may involve home visits and multiagency meetings.
- To oversee the community ESOL classes (with creche) in collaboration with the ESOL manager.
- To oversee the delivery of ICN's pilot project supporting the emotional wellbeing of refugees and asylum seekers. This is a new project working in partnership with Dorset Mental Health Forum whereby we are aiming to recruit a Wellbeing Coordinator who will play a crucial role in supporting ICN's service users to identify and address their psychological and emotional needs. This project has the Lived Experience and support of Dorset's leading charity in this area, Dorset Mental Health Forum. The Manager's role will be to manage this individual and pilot the project, and attend relevant mental health forums and meetings in order to keep up to date with relevant policy and legislation.
- To line manage the 'Refugee & Asylum Seeker Programme Coordinator' who co-ordinates the delivery of activities in the community for service users. This will include attending some multiagency meetings relevant to that piece of work as well as having occasional presence at the Community Hub (a central place where partners including ICN come to deliver services and advice to asylum seekers and refugees once a week).
- To comply with and keep up to date with all current ICN policy and procedures, especially in relation to the Community Support department.
- To keep up to date with and communicate with colleagues on any legislation changes in relevant areas of community support and mental health.



## **Person Specification**

### **Knowledge, skills and experience:**

#### **Essential**

- To be an experienced, effective and efficient manager, including experience of managing members of staff.
- To demonstrate leadership with a proactive, forward-thinking approach.
- Experience of managing budgets and reading financial reports.
- Good knowledge and experience of how to deal with safeguarding concerns as a Designated Safeguarding Officer or Lead.
- To know when and how to delegate.
- Confident to use initiative.
- To maintain clear appropriate boundaries in all beneficiary, stake holder, public, staff and volunteer relationships.
- To provide care and compassion without discrimination.
- To identify the appropriate relationship between compassion and organisational constraints in responding to client cases.
- Able to relate to people of other cultures and faiths, or none.
- To be able to complete records and paperwork quickly and effectively.
- Proficiency in Microsoft Office Suite.
- Excellent written and verbal communication skills.
- Excellent time management and ability to juggle schedules and deadlines across two departments.
- Transparent, actively open, positive and accountable in all matters.
- To be supportive of ICN's ethos.
- This post requires the applicant to be sympathetic to the Christian values and ethos of the organisation. Please see the 'Our Story' section of our website for more information (<https://www.icn.org.uk/about-us/our-story/>).

#### **Desirable**

- To have experience implementing National Lottery Community Fund bids.
- Experience of completing fundraising applications.
- Knowledge of the mental health sector.
- Knowledge of general advice such as benefit applications (including Universal Credit), housing, debt management.
- Knowledge of OISC regulated immigration advice and relevant immigration policy and legislation.
- Experience of relating to or working with refugees, asylum seekers and other vulnerable migrants.
- To have a clean driving licence and access to their own vehicle.

#### **Additional Requirements:**

- Eligibility to work in the United Kingdom.
- Basic Disclosure and Barring Service (DBS) clearance.



Note: This job description and person specification are intended as a general guide to the duties and responsibilities of the role and should not be regarded as exhaustive. ICN is an equal opportunities employer, and individuals from all backgrounds are encouraged to apply.

### **Accountability**

Directly to the CEO.

### **Benefits**

- Company pension scheme.
- A degree of flexible and hybrid working.
- Staff welfare opportunities including socials and access to external clinical supervision.
- Training opportunities relevant to role.

To apply for this position, please complete the application form and send it to Stephen Foster (COO) by 9am Monday 7<sup>th</sup> October 2024. Application forms can be sent by email to: [s.foster@icn.org.uk](mailto:s.foster@icn.org.uk). Interviews to take place on Thursday 10<sup>th</sup> October 2024. Should you have any questions you are welcome to contact Stephen Foster (COO) to discuss on either [s.foster@icn.org.uk](mailto:s.foster@icn.org.uk) or 01202589395.



*This position is supported by the National Lottery Community Fund*