

St Augustine's Centre is looking for a

HEAD OF SUPPORT

7 month role to cover sabbatical leave

to start in late July/early August 2022 – till mid March 2023

30 hours per week

Are you looking for a short-term, exciting challenge working with a great team? Read on...

Who are we?

St. Augustine's Centre in Halifax has been working with diverse communities for over 50 years and has become Calderdale's specialist support centre for people seeking asylum and with refugee status. Our 18 staff and 180 volunteers, support a community of 800+ individuals and families from 57 countries who are now based in Calderdale. Most live in Park Ward where we are based.

We offer specialist advice on immigration and asylum support, and one to one support with welfare, housing, health and access to wider services. We provide hot meals, English language classes, a 'free shop', sports, arts, social and wellbeing activities, trips, events and volunteering opportunities. We run a befriending and integration service and provide awareness building talks for schools and organisations. As a core member of *Calderdale Valley of Sanctuary*, we want to share stories and build awareness about human rights, advocating and campaigning locally and nationally.

You can get a good flavour of our work through our website and social media:

- <https://www.staugustinescentrehalifax.org.uk>
- @infostaugs / <https://www.facebook.com/StAugustinesCentreHalifax>
- <https://www.staugustinescentrehalifax.org.uk/wp-content/uploads/2021/06/Annual-Report-2020-High-Res-2.pdf>

Head of Support (sabbatical cover)

After twelve years with us, our Head of Support and Immigration, Becky Hellewell is taking a well-earned, 6 month sabbatical break from September this year.

We are looking for a someone to take on the leadership of the Support side of our work (not Immigration) for a 7-month period till the end of February, to include a month shadowing Becky.

We are looking for someone who is passionate about our work with people seeking sanctuary, and who has experience of leading teams and delivering advice and support work in the immigration sector. Someone who believes, like us, that by working collaboratively with partners and people with lived experience of the asylum process we can make important (sometimes life changing) shifts for people facing challenging issues.

Someone who loves to manage and empower staff and volunteers, is flexible and clear in their management style and who thrives on ensuring the right systems and support are in

place so we can do our best work for our centre members. Someone with experience in Safeguarding processes, who can help problem solve complex cases and bring in other agencies to support us as needed.

Someone who understands that sometimes our work can be tough, who can help us prioritise looking after ourselves so we can look after others. Someone who can collate data so we can tell the story of our work and make better decisions about how we improve our services. Someone who can monitor and report on the Support team's work.

Someone who is a great at communicating with a wide range of people, as well as being IT literate, and able to use a CRM system.

The Support Team run an Advice Drop in three times a week which covers a wide range of issues including health, housing, asylum, debt and money, training and employment and miscellaneous concerns. Inevitably in this field, some of the cases we deal with involve trauma and mental health. One moment we might be e-mailing someone's solicitor and the next supporting someone with a referral into mental health services. We work in partnership with other organisations (Calderdale Council, Citizens Advice Bureau, Halifax Opportunities Trust, Mothershare, and many more) and refer as much as we can to provide centre members with specialist support, encourage integration, and also to help these organisations become better able to support our centre members.

We have recently received lottery funding for 4-years which will cover a lot of our support work. This funding has allowed us to look at the development of our support work over this period, and a key aspect driving this forward will be the implementation of our current 2-year delivery plan which focuses on the following objectives:

1. **Team Development:** Build capacity, stability and expertise in the Support Team. Increase the number of people with lived experience becoming volunteers and staff in the Support Team.
2. **Approach:** Shift the balance from crisis intervention casework by working towards a key worker model of support, with an emphasis on advocacy wherever possible. Embedding a more preventative approach to our service which builds on people's resilience, particularly focussing on our offer to new arrivals and in the areas of health and housing.
3. **Connections & Partnerships:** We want to sustain and build on existing partnerships, develop new connections and partnerships particularly where we feel others are better placed to support, and we want to learn from and share our best practice with others.
4. **Empowerment & Collaboration:** We want to work alongside our centre members to share knowledge, learning, and increase understanding of the systems which our centre members find themselves in. We want to provide more opportunities and a platform for our centre members to voice their experience, directly influence what we do and how key local services are delivered.

This is a chance to work with a fantastic staff team and wider community of people. We will provide on the job support, additional external training as required and free hot lunches! You'll be line managed by Sara, our Director, and be part of the senior leadership team.

Key information about the job

- 7 month fixed term contract.
- £15.50 per hour which is equivalent to a full-time salary of £30,304 / £24,243 for the 4 day a week role over a year.
- 30 hours a week to start in late July/early August '22 to include at least 4 weeks shadowing Becky and getting to know the team.
- 7 weeks holiday *per annum* (including bank holidays).

Interested?

Take a good look at the full Job Description and Person Specification below.

How to apply: Please write us a letter of application, setting out on no more than 3 sides of A4 the following:

- 1) why you want to work with the St Augustine's team
- 2) what you bring to the role
- 3) how your experience, knowledge and skills fit the role and person specification
- 4) two referees

Submit your letter, along with your CV to us via email:

sara.robinson@staugustinescentrehalifax.org.uk by **5pm Friday 17th June '22**.

You will be notified if you have been shortlisted for an interview by 5pm Monday 20th June.

Interviews will take place in person on **Thursday 30th June**. If you can, before the interview, we recommend you attend our Open Day on **Thursday 23rd June** (11am – 2pm) during Refugee Week; it'll give you a good sense of what we do.

The job description below is an overview of the type of work the successful candidate will undertake and is not an exhaustive list. We will be shortlisting based on what qualities, skills and experience you bring to the role, outlined in the person specification.

St Augustine's is committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, caring responsibilities, disability, gender, gender identity, marriage and civil partnership, pregnancy and maternity, race, religion or belief and sexual orientation.

We are an inclusive employer. We value difference and recruit by merit on the basis of fair and open competition. We welcome candidates from a range of different backgrounds.

Questions? If you have any questions please contact Sara Robinson, Director 07974 253089 or by email sara.robinson@staugustinescentrehalifax.org.uk

Head of Support - Job Description

St. Augustine's Centre Halifax



| | | | |
|-------------------|---|---------------------|--|
| Employment Status | 7-month role | Hours per week | 30 |
| Salary | £30,304.31 per annum full time. £24,243 for 80% FTE (30 hours / 4 days a week) | Holiday Entitlement | 28 days a year including bank holidays (equivalent to 7 weeks a year) |
| Line Manager | Centre Director | Responsibility for: | Senior caseworker (Health), Senior caseworker (Housing), Drop-In Manager (to be appointed) |

Main Objectives

- Develop the well-being of people using St Augustines, putting them and their needs and aspirations at the centre of what we do.
- Join the leadership team together with the Centre Director and Head of Activities to play a strategic role in the smooth running of St Augustine's and its services.
- Provide leadership, management and support for the Support Team and oversee the effective delivery of support services.
- Oversee the implementation of the Support Team delivery plan.
- Connect our Immigration Advisors into the wider Support team so referral processes are clear and cross over with casework is smooth
- Ensure data is collected appropriately and use it to assist decision making, service development and to generate reports
- Ensure that the work of the Support Team conforms to required policies, principles, objectives and charitable obligations, and meets the requirements of funders.
- Share responsibility for ensuring safeguarding processes are adhered to, and manage safeguarding issues.

Key Responsibilities

Strategic

- Ensure that all activities are carried out in accordance with the values of the Centre: Sanctuary, Community, Diversity, Collaboration, and Growth.
- Work with the Director and Head of Activities to agree and implement plans for the Centre, involving staff and centre members to ensure that planning is collaborative and needs-led.
- Provide monitoring and reports for the support service that meet the requirements of funders, the Director, and Trustees. Attend quarterly Board meetings.
- Assist the Centre Director by contributing to support team related grant applications and monitoring activity.

- Share responsibility for ensuring safeguarding processes are adhered to, and manage safeguarding issues. Attend and report to the safeguarding sub-group.
- Attend and report to the Health sub-group and Housing and Destitution sub-group.

Management

- Foster an enabling, flexible, trusting culture where Support Team staff and volunteers are encouraged to contribute to the development and running of the support service, facilitated by an inclusive and collaborative approach and excellent communication.
- Manage Support Team staff, providing regular group and individual supervision.
- Develop staff and ensure that appropriate training and opportunities for progression are available, tailored to the needs of each individual.
- Support the Drop In Manager to effectively manage a team of volunteers.

Delivering and developing services

- Maintain effective links with key external organisations through informal and formal partnerships. Attend relevant meetings as a representative of St Augustine's Centre.
- Work with staff to implement the support team delivery plan. This includes: new arrivals, health, housing & destitution, asylum, money & benefits, and work & education.
- Support the Drop In Manager to effectively assist casework staff and volunteers by providing guidance on how to deal with casework matters and systems as required.
- Support the Drop In Manager to ensure advice resources for staff and volunteers are kept accurate, relevant, and up to date.
- Carry out some front-line work directly with Centre Members – particularly more complex cases.
- Learn to effectively use the Lamplight CRM system. Adapt it to suit service delivery. Use the data captured to generate reports, show trends, and help decision making around service delivery.
- Working together with the wider team, gather feedback from Centre Members and volunteers, and use this feedback to refine and improve services where needed.
- Work with Support Team staff and volunteers to identify any trends in casework need, adapting services where needed, working in partnership with other organisations to maximise resources.
- Provide timely and relevant information to external stakeholders / funders and provide an account of what is happening on the front-line – advocating for change where needed.

Team member of St Augustine's

- Attend weekly team meetings and annual away days and regular supervision with the Director.
- Maintain confidentiality and treat sensitive issues with appropriate tact and diplomacy. Work in accordance with data protection legislation and processes.
- Promote St Augustine Centre's stated values, and ensure policies, procedures and codes of conduct are reflected in daily practice, particularly health and safety and safeguarding.
- Work flexibly as needed, which may include undertaking occasional out of hours work.
- Be responsible for personal learning and development. Undertake training (mandatory and optional) and utilise the counselling or clinical supervision offer as needed.
- Undertake any other reasonable duties in line with the responsibilities of this post.

Head of Support - Person Specification

| Attribute | Essential | Desirable |
|--|---|---|
| Areas of Experience | <ul style="list-style-type: none"> - Experience of working with and understanding the needs of people seeking sanctuary in the UK - Proven track record of leading and motivating a team - Advice and support work and the problem solving ability that is needed to do this work - Minimum three-years experience of working in a busy working environment with a wide variety of responsibilities. - Experience of positive partnerships & collaborative working. | <ul style="list-style-type: none"> - Experience of the asylum system - Experience of working with volunteers - Experience working in a community development setting - Experience of working in a front-line role |
| Knowledge, Skills and Abilities | <ul style="list-style-type: none"> - Excellent interpersonal skills with the ability to work sensitively, confidentially, and empathically with people - Excellent communicator - Ability to present information clearly and communicate effectively with people from a wide range of cultures and backgrounds, partner agencies and stakeholders. - Strong organisational skills: strategic planning, service delivery, delegation, team development, ability to prioritise tasks, as well as attention to detail - Good team member with the ability to motivate staff and volunteers - Project planning, monitoring, delivering outcomes, data collation and report writing - Safeguarding processes - Budget management - Ability to work to tight timescales and deadlines. - Excellent IT skills and ability to use different software platforms (i.e. Microsoft Office, TEAMS, WhatsApp etc) | <ul style="list-style-type: none"> - Language skills in languages other than English. - Experience in using a CRM system to capture and report on data. |

| | | |
|---------------------------|--|---|
| Qualifications | - No formal qualifications are essential. | - Functional skills / ESOL / maths / English qualifications |
| <i>Attribute</i> | <i>Essential</i> | |
| Personal Qualities | <ul style="list-style-type: none"> - Supportive of the values of St. Augustine's and a strong commitment to equality. - Motivated and hard working. - Approachable, outgoing, prepared to listen to others' point of view, patient, flexible, open to ideas, committed, reliable, enthusiastic, welcoming and friendly. - Democratic and enabling management / leadership style - Decisive with a 'can do' attitude - Willing to do an enhanced DBS check. - Willing to undertake training as required. | |