

RAMFEL Immigration Advice Services Manager

We are looking for a full time advisor but we are willing to employ on a part time basis for the right candidate

We will only consider applications with relevant legal experience. Qualifications needed are OISC level 2 or higher / IAAS or a Solicitor.

We particularly welcome and encourage applications from Black, Asian and Minority Ethnic individuals, and those who are migrants or refugees, and who have lived experience of the impact of immigration policy and practice.

Salary and Benefits: £32,000

Contract Duration: Permanent

Pension scheme – Employer contribution 6%

Holiday entitlement: 28 days annual leave, childcare vouchers and cycle to work scheme available

Location: RAMFEL's offices in Ilford /Stratford, UPDATE: During the Covid-19 crisis/Lockdown period you will be required to work from home until it is safe for us to run services from our offices

Overview

The Refugee and Migrant Forum of Essex and London (RAMFEL), is a not for profit organisation led by the needs of the individuals and communities we work with. Our focus is on providing immigration advice, destitution services, integration support and campaigning to improve the lives of refugees, asylum seekers and vulnerable migrants across London and Essex.

This is a new role with responsibility for managing the delivery of projects focused on immigration advice to rough sleepers. The RAMFEL Rough Sleepers Team Manager will work with the caseworkers and legal advisors to ensure that clients receive excellent support from RAMFEL. The Manager will focus particularly on supporting rough sleepers to regularise their immigration status

Specific Responsibilities

Performance and resource management

1. Supports staff to ensure they can perform to a high standard through support and supervision, training and working closely with staff on complex cases
2. To be responsible for the day to day management and delivery of RAMFEL's Rough Sleeping services as agreed with the CEO and Legal Manager
3. Works with the Operations Manager and CEO to set and monitor performance indicators for RAMFEL's services, including ensuring data for funding reports is available
4. Contributes to plans and budget monitoring for RAMFEL's casework services
5. Ensures all relevant organisational systems, such as our database and annual leave booking system are used appropriately within their team

6. Works with the Operations Manager and CEO to prioritise task and resource allocation

People and culture

1. Recruit, induct, manage and develop paid staff and volunteers, participating in regular management support and appraisals.
2. Ensure staff and volunteers continue to operate to the highest standards and to all associated codes of conduct, relevant legislation and legal frameworks, including OISC compliance and AQS standards.
3. Supplies relevant information on service delivery to the CEO to ensure there are robust working practices and specialist support in place to ensure the wellbeing of all staff and volunteers is maintained and enhanced.
4. Works with the CEO and other legal managers to develop legal strategies and/or pre-litigation research to challenge laws that disadvantage rough sleepers.
5. Builds relationships with the legal sector, especially pro-bono units to help support the work of RAMFEL, including partnering on public law challenges.
6. Promotes a clear development pathway for staff and volunteers
7. Contribute to the training of volunteers and where appropriate staff

Service User inclusion

1. Ensures opportunities to volunteer or work within the service are accessible to a diverse community, reflecting the nature of our service users
2. Ensures sufficient Service User feedback is gathered to underpin effective service delivery

Relationship management

1. Builds collaborative and effective relationships across their team and works well with staff across the organisation.
2. Works with the CEO to manage relevant external relationships with partners from across the sector locally. Particularly to ensure that referral pathways to RAMFEL are clear to external organisations and manageable for the organisation

Risk management

1. Maintain and update risk assessments related to service delivery in collaboration with the Operations Manager. Ensure that policies and procedures from the operations manual are followed, alongside OISC regulation and Health and Safety regulations.
2. Ensures rapid escalation and management of identified risks and ensures learning is embedded in operational models. In particular observing internal policy on safeguarding

Funding development

1. Will assist the CEO in the development of funding bids, by providing useful insight and data.
2. Will identify potential opportunities for funding and with the agreement of the CEO and in line with the organisational strategy prepare funding bids for submission

Systems

1. Ensures teams accurately, swiftly and appropriately utilise our database and any other agreed IT systems in line with organisational procedures and approaches, using reporting from these systems to inform operational decision making.

The casework manager may need to assist at points directly with casework or may carry an ongoing caseload. Staff may not unreasonably refuse a request to undertake any task which is appropriate to their level for which they have the necessary skills and/or experience. Any resulting change to their objectives and priorities will be discussed and confirmed with their line manager

Flexibility

The post holder is expected to be responsive to Ramfel's policies, priorities and the changing needs of the organisation and will be expected to adapt the workload as required. He/she may be expected to attend relevant meetings and briefings both within and outside the office, some of which may be outside normal office hours.

Management

The casework Manager is accountable to the Ramfel Board through the Ramfel management structure. The Service Manager will usually be directed by the Chief Executive who will also act as a line manager.

Hours of work and leave

The position is FULL TIME (37.5 hours we may be able to accept part time working hours for the right candidate. It is inevitable that in the nature of Ramfel's work the Rough Sleeper Team Manager will occasionally exceed this. When more hours are worked, time may be taken off in lieu by arrangement with other members of the Team and with the appropriate member of management. Holiday entitlement is 28 days per annum plus bank holidays for full-time roles.

Person specification

Skills

- Manage appropriate service delivery processes, mechanisms and systems, and their monitoring and evaluation
- Build strong and effective alliances and relationships at an operational level
- Use and operate delivery performance measures and report on delivery outcomes

Knowledge

- OISC level 3 qualified
- Project management experience is desirable
- Knowledge of:
 - Understanding of relevant context, issues affecting rough sleepers, asylum and immigration policy, working practice and legislation
 - Working with vulnerable adults and children and the requisite regulatory frameworks

Experience

- Experience of working as an advisor to vulnerable people
- Management experience that includes:
 - General management of a team supporting vulnerable people
 - Experience of identifying service needs, and exploiting and developing service opportunities

- Understanding of casework and client needs, including experience of working with clients who have experienced trauma
- Liaison and networking with external partners
- Contribution to monitoring and evaluation of projects

Behaviours

FOCUSSING ON PEOPLE IN CRISIS

- Encourages others to think from those perspectives

ACCOUNTABLE FOR RESOURCES

- Takes steps to embed value for money and spending in line with project budgets, including the allocation of staff time

SEEKING INSIGHT

- Supports others to make the best use of the information available and drawing on different sources to develop new courses of action

APPLIES STRATEGIC THINKING

- Understands the strategic direction of the organisation, and is able to relay that clearly and simply to staff, clients and external actors to justify decisions and workings of the organisation

WORKING COLLABORATIVELY

- Invests time to find out what others think and develops relationships with a mind to future potential opportunities

COMMUNICATING

- Provides explanations, raises awareness of issues and consults with staff, clients and other actors

DEVELOPING YOURSELF AND OTHERS

- Develops own capability and knowledge by seeking and using developmental opportunities to improve performance

SOLUTION FOCUSED

- Supports solutions or proposes alternative solutions with rational, logical and well thought out options

MANAGING PERSONAL IMPACT

- Actively seeks out feedback to test thinking and continually improve

Desirable

- Knowledge of a relevant language to our client group (in particular Russian, Romanian, Czech and Slovak)