** JOB DESCRIPTION**

| **Job Title:**  | Asylum Support Service Manager  |
| --- | --- |
| **Location:** | Homebased and Pearce Institute, Govan  |
| **Hours Per Week:** | 28 hours per week  |
| **Salary Scale:** | £28,360 per annum (pro rata) |
| **Duration of Post** | Initially funded until March 2025  |
| **Reporting To:** | Head of Charity  |
| **Responsible For:** | Casework Team  |

**OVERALL PURPOSE OF THE JOB**

GCP’s advice and advocacy service provides advice and casework support to individuals in the asylum process on a wide range of issues. Our service primarily focuses on supporting people who are destitute to access Home Office support.

The Asylum Support Service Manager’s role is to provide operational management of the advice & advocacy service. This includes: supervising caseworkers supporting New Scots in the asylum process; line managing casework staff and volunteers; coordinating monitoring and evaluation of the service, and contributing to organisational and national policy developments in relation to asylum support

We are currently operating a Hybrid working model, with the potential of up to 50% of contracted hours being homebased, at the discretion of management.

**MAIN DUTIES AND RESPONSIBILITIES**

**Asylum Support Service Delivery**

* Co-ordinate the delivery of the advice & advocacy service
* Line manage casework staff & volunteers, including caseload management and monitoring case recording on our Advice-Pro database
* Deliver direct casework duties, focussing on more complex cases which may require a higher level of knowledge/skill
* Work with the Food Project Co-ordinator to monitor and review food related casework
* Work with the Head of Charity on recruitment & selection of casework staff appointments

**Volunteer support**

* Work with the Volunteer Co-ordinator on volunteer recruitment and engagement for the Asylum Support Service, including delivering induction training
* Maintain regular contact with volunteers
* Provide casework volunteers with regular group support and individual support where required
* Provide opportunities for volunteers to be involved in training & development

**Monitoring & Reporting**

* Coordinate monitoring and evaluation for the advice & advocacy service. This includes: collating and processing quarterly statistics, analysing feedback and gathering case studies
* Develop regular service user consultation and feedback on the advice & advocacy service
* Work with the Head of Charity and colleagues to ensure services are delivered in compliance with OISC regulations
* Provide the fundraising officer with relevant statistics, case studies and asylum specific information for funding reports and applications

**Project Promotion & Development**

* Develop GCP’s advice & advocacy service in line with the Strategic Plan and evidence of need
* Represent GCP at relevant networking events related to asylum support, ensuring the needs and priorities for people seeking asylum are represented
* Contribute to local and national policy developments on immigration policy and asylum support
* Engage with relevant local and national causes, research and campaigns (destitution, immigration policy, human rights, poverty etc)
* Identify other development and partnership opportunities for the advice & advocacy service in line with the Strategic Plan

**Other Duties**

* Working as part of the staff team to maintain the values and ethos of Govan Community Project
* Provide advice & advocacy input for regular social media updates and newsletter articles
* Adhere to all organisational policies and procedures
* Work with the staff team to contribute towards providing a safe, welcoming, clean and tidy environment for staff and visitors
* Attend meetings and contribute to strategic development
* Perform any other tasks or duties deemed necessary

Occasional weekend or evening work may be necessary in this post.

**PERSON SPECIFICATION**

**Essential**

* Experience of providing or managing an advice service
* Experience of line managing staff or volunteers
* Experience of project management and reporting on outcomes
* An excellent knowledge of Home Office support available to asylum seekers
* Experience of completing Home Office support applications (section 4, section 95 and section 98)
* Experience of advocating on people’s behalf both on an individual basis and on a wider level (eg at stakeholder meetings)
* Experience of working with vulnerable people, supporting and responding to people in crisis,and people experiencing destitution including following safeguarding procedures
* A commitment to the aims of the organisation
* Knowledge and understanding of social justice, empowerment and integration issues
* Ability to set and manage priorities within a busy workload
* Ability to work on own initiative and as part of a team
* A high level of competence in using database systems, google drive and Microsoft packages
* Excellent interpersonal and communication skills

**Desirable**

* Experience of supporting volunteers
* Lived experience of the asylum process
* OISC accreditation in asylum and protection (either level 1 or 2)
* Experience of the voluntary sector and inter-agency working
* A good spoken level of a relevant second language, eg Arabic, Kurdish Sorani or Farsi
* Knowledge of local services available to asylum seekers