



Job Title:	Destitution Coordinator
Hours:	28 hrs per week with 30 days' annual leave + 10 bank holidays pro-rata and 6% pension. Normal working hours will be agreed with the line manager. Will involve working occasional evenings and weekends.
Location:	Accommodation based across Glasgow. A hybrid working model would be preferred across home-working and in our office space, exact terms negotiable as we are in process of finalising a new office space.
Reporting:	Operations & Development Manager
Salary:	£29,783 (pro-rata), plus contributory workplace pension (6% employer contribution). All candidates will start on the first point of the salary scale.
Annual Leave:	30 days' annual leave + 10 bank holidays pro rata
Fixed term:	This is an 18-month temporary post with the possibility of extension, subject to funding.

The Refugee Survival Trust (RST) vision is a welcoming, inclusive, safe Scotland for refugees and asylum seekers, where all live free of destitution and have the means and opportunities to realise their full potential. Our mission is to provide refugees and people seeking asylum with practical support when it is most needed, build connections between people and use what we learn to campaign for change. The Refugee Survival Trust is going through a process of a name change with the charity now being registered on OSCR and Companies House as Refugee Sanctuary Scotland, with us looking to go through the process of officially launching the new name and website in the coming months.

The RST Destitution Accommodation Service

The service works with people who are homeless and destitute as a result of the asylum system, in particular, people who are Appeal Rights Exhausted (ARE) and destitute. The service provides safe, community-based accommodation in individual and shared flats.

To thrive in this role, you will be self-motivated, organised, a problem solver, a decision maker, compassionate, flexible, and confident communicating with all stakeholders. You will be passionate about user led service design and the development of services.

Role Purpose:

To manage and develop a safe, high quality, efficient and compassionate accommodation service for adults who have been made homeless because of Home Office decisions on their asylum case. To develop and grow the overall destitution service, maximising the input of

clients and people with lived experience into the design and delivery of services; and to work towards achieving RST's vision of preventing and alleviating asylum destitution in Scotland.

Key Responsibilities

Service Management

1. Responsible for the day-to-day management of the accommodation service, including Health & Safety, maintenance, development, quality control, staff supervision and client case management and support
2. To develop and foster a high-performance ethos that delivers an efficient service and exceptional levels of client satisfaction
3. To implement and maintain an effective safeguarding system for staff and clients
4. To maintain a database of clients and implement an accurate and efficient record keeping and reporting system
5. To develop and nurture positive relationships with referral partners, property providers, legal representatives, and stakeholders
6. To contribute to sustainable funding and to monitor spending, ensuring effective spending controls are in place
7. To develop and grow the destitution service, identifying service gaps and implementing creative and sustainable solutions

Clients

1. To assess and triage referrals into the destitution service according to service criteria
2. To manage the destitution service waiting list
3. To ensure that appropriate Health & Safety assessments for clients are completed
4. To liaise with support agencies, legal representatives, and other stakeholders to ensure progress with the legal case
5. To liaise with support agencies providing specialised support
6. To ensure that quarterly reviews with guests are undertaken regularly by Accommodation Worker and Law Clinic supervisor and ensure that any issues arising are dealt with promptly
7. To work with partners and stakeholders to arrange move on from RST accommodation and aftercare
8. To deal with any complaints about the service timeously and appropriately
9. To deal with breaches of the client agreement, including issuing warning letters and notices when necessary to maintain quality and safety
10. To keep up to date with the rights and entitlements of asylum seekers and changes in Home Office policy

Property/Facilities

1. To ensure that properties are maintained to a high standard, that regular property checks are carried out and that repairs, and maintenance issues are identified and resolved promptly
2. To ensure that property running costs such as rent, council tax, fuel bills etc are paid timeously and the budget is managed
3. To manage and cultivate relationships with property and service providers: housing associations, individual property donors, utility companies etc
4. To organise and oversee maintenance contracts
5. To ensure that all relevant regulations and legislation, such as Health & Safety, are adhered to, kept up to date, and communicated to appropriate persons
6. Manage/oversee new property, end of lease and refurbishment projects

7. To develop and grow the property portfolio, identifying sustainable property options and models

Networking & Relationship Building

1. To network, make connections and work with other destitution/homelessness focused organisations such as NACCOM 'No Accommodation', Glasgow Asylum Destitution Action Network (GIADAN) and Fair Way Scotland
2. To build connections with key statutory and voluntary sector services
3. To represent RST at meetings and events
4. To work with other agencies to develop onward referral mechanisms
5. To identify gaps in provision and support the development of services
6. To develop new relationships with potential property providers, funders, supporters and all stakeholders
7. To maximise the input of clients in the development and delivery of the service
8. To contribute to wider national forums relating to ending asylum destitution and keep up to date with developments and legislation in this area

Staff support This section needs to be omitted as not part of current role, however I feel we could add in a section for volunteer recruitment and management,

1. To provide line management support to Accommodation Support Workers
2. To organise and oversee staff out of hours and lone working
3. To ensure staff are appropriately trained and developed
4. To comply with all RST policy and procedures and support staff to do so
5. To process staff travel, annual leave and expenses claims
6. To carry out regular supervision meetings and annual appraisals
7. Monitor performance and ensure targets are met

Administration & Finance

1. To prepare an annual budget for the RST Accommodation service in partnership with the Development and Operations Manager and Finance Officer and ensure effective spending control within agreed budgets
2. To use the purchase order system to commission work and purchase necessary goods and equipment
3. To liaise with the Finance officer to discuss service expenditure and produce financial reports as required
4. To keep records for the purpose of service monitoring and provide data and case studies for funding applications
5. To produce internal reports for the RST CEO, Board, and annual review
6. To be proficient and committed to the adoption of IT and digital systems and solutions to improve quality and efficiency
7. An understanding of GDPR and Data protection and adherence to policies, ensuring data is secure

Fundraising

1. To work with the Development and Operations Manager to identify funding opportunities
2. To work with the Development and Operations Manager to develop a strong case for support for the sustainability of the accommodation service
3. To provide data, case studies and guest feedback to support funding applications for the accommodation service

Supervision, Accountability and Training

1. To participate in regular supervision with the line manager and attend team meetings
2. To attend relevant training sessions, ensuring continuing professional development

3. Any other reasonable duties linked to the overall aims of the project as directed by the post holder's line manager.

Person Specification

Person Specification	Essential	Desirable
Experience and Qualifications		
Experience in the delivery of accommodation/facilities or housing services	*	
Experience of working with vulnerable client groups	*	
Experience of managing staff and services		*
Experience of GDPR and data protection legislation	*	
Experience of managing budgets and financial reporting	*	
Experience of developing and growing services and/or starting new services	*	
Voluntary or paid work experience with refugees or asylum seekers	*	
Experience of working with interpreters		*
Lived/direct experience of the asylum process		*
A relevant professional qualification in the Housing or Social Care field		*
Trauma Informed Practice Training	*	
Knowledge		
Understanding of the asylum process and issues facing people facing homelessness and destitution.	*	
Knowledge of the issues that affect people who have experienced trauma relating to mental and physical health	*	
Knowledge and understanding of the principles of health and safety and safe working practices	*	
Knowledge of housing & facilities management	*	
Ability to mediate and manage relationships	*	
Problem solving skills	*	

Ability to work in isolation, self-motivate, prioritise workload and take initiative	*	
Ability to maintain accurate records and produce reports from that data	*	
Proficient in Microsoft applications and willingness to utilise digital systems to continuously improve	*	
Active listening, excellent interpersonal and communication skills	*	
Additional language skills		*
Ability to work effectively as part of a team.	*	
Commitment to equal opportunities and anti-discriminatory practice.	*	
Availability to work occasional unsocial hours	*	
Qualifications/certification/membership/Other		
First Aid Qualification	*	
PVG Membership	*	
Full driving licence and use of a car	*	

We are committed to inclusion and diversity. The different skills and experiences that our colleagues from different backgrounds bring to us allow us to make better decisions, consider different views and be an altogether more interesting and cohesive place to work. We welcome applications from everyone who meets the job specification and shares our values. All our staff are expected to share these commitments and abide by our policies.