



Job Title:	Housing Lead
Hours:	21 hours 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 and Edinburgh. Hybrid working: Robertson House, 152 Bath St, Glasgow, G2 4TB, home working.
Reporting:	Chief Executive Officer
Salary:	£32,366.67 (pro-rata), plus contributory workplace pension (6% employer contribution).
Annual Leave:	30 days' annual leave + 10 bank holidays pro rata
Fixed term:	Fixed term for 1 year, with the possibility of extension subject to continued funding.

Background: Refugee Sanctuary Scotland's (RSS) 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.

RSS's Accommodation Service: This service works with people who are homeless and destitute because 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 accommodation service, maximising the input of clients and people with lived experience into the design and delivery of services; and to work towards achieving RSS'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
8. Developing and updating (and adapting where necessary) databases to collect and manage data so that RSS' impact is recorded for M&E and reporting
9. Creating, developing, reviewing, and updating RSS accommodation service policy and procedure
10. Carrying out basic repairs and maintenance at properties
11. Organise repairs and maintenance, and coordinate with repair/maintenance teams, as well as HA's and contractors

Clients

1. To assess and triage referrals into the destitution/accommodation service according to service criteria
2. To manage the accommodation service waiting list
3. To ensure that appropriate 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 the Law Clinic and ensure that any issues arising are dealt with promptly
7. To work with partners and stakeholders to arrange move on from RSS accommodation and aftercare
8. To deal with any complaints about the service timeously and appropriately and where appropriate provide details for making a complaint.
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
11. Developing and updating (and adapting where necessary) databases to collect and manage data to record support provided to clients
12. Provide direct support for those in our flats with day-to-day issues/needs e.g., making appointments, finding social/community groups/activities, well-being support etc.

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 manage and cultivate relationships with property and service providers: housing associations, individual property donors, utility companies etc.
3. To organise and oversee maintenance contracts
4. To ensure that all relevant regulations and legislation, such as Health & Safety, are

- adhered to, kept up to date, and communicated to appropriate persons
5. Manage/oversee new property, end of lease and refurbishment projects
 6. 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 'The No Accommodation Network,' Glasgow Asylum Destitution Action Network (GIADAN) and Fair Way Scotland
2. To build connections with key statutory and voluntary sector services
3. To represent RSS 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.

Administration & Finance

1. To liaise with the Finance officer to discuss service expenditure and produce financial reports, spending as required.
2. To keep records for the purpose of service monitoring and provide data and case studies for funding applications.
3. To produce internal reports for the RSS CEO, Board, and annual review
4. To be proficient and committed to the adoption of IT and digital systems and solutions to improve quality and efficiency.
5. An understanding of GDPR and Data protection and adherence to policies, ensuring data is secure.

Fundraising

1. To work with the Chief Executive Office where required to develop a strong case for support for the sustainability of the accommodation service.
2. 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 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 Awareness	*	
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 license and use of a car		*

We are committed to inclusion and diversity and want to build an inclusive, supportive place for you to do the best and most rewarding work of your career. The different skills and experiences that our colleagues from different backgrounds bring to RSS allow us to make better decisions, consider different perspectives and be an altogether more diverse, effective, and cohesive place to work. We strongly encourage candidates of all different backgrounds and identities to apply, regardless of race, gender, sexual orientation, religion, age or disability and will give greater consideration to candidates who bring lived experience - even if your experience doesn't precisely match the job description, your skills and passion will stand out. All our staff are expected to share these commitments and abide by our policies.

