

Person Specification

Essential

The successful candidate will have:

- Experience of supporting people experiencing homelessness, destitution, displacement or significant disadvantage.
- A good understanding of the UK asylum system and the challenges faced by people with No Recourse to Public Funds.
- Experience of person-centred casework or support work.
- An understanding of safeguarding, confidentiality and professional boundaries.
- Strong communication and relationship-building skills.
- The ability to work sensitively with people from different cultural and linguistic backgrounds.
- Good organisational and record-keeping skills.
- The ability to manage a varied caseload and work independently.
- Confidence working collaboratively with partner organisations.
- Willingness and ability to travel regularly between Glasgow, Edinburgh and Aberdeen.
- Commitment to the values and objectives of Refugee Sanctuary Scotland.

Desirable

- Direct experience of working with people seeking asylum or refugees.
- Knowledge of asylum support, homelessness and NRPF issues in Scotland.
- Experience of accommodation-based support.
- Knowledge of services and referral pathways in Glasgow, Edinburgh and/or Aberdeen.
- Experience of working with solicitors or specialist immigration and asylum organisations.
- Experience of monitoring outcomes and contributing to funder reports.
- Lived experience relevant to the communities RSS supports, or demonstrable experience of ensuring that lived experience informs service delivery.

Financial and Practical Support

- Coordinate the provision of agreed subsistence and practical assistance to residents in accordance with RSS procedures.
- Ensure residents can access agreed travel support, clothing and other practical assistance.
- Maintain accurate records of assistance provided.
- Liaise with the Finance Manager and Operations Manager where required.

Partnership Working

- Develop effective working relationships with RSS partners, including organisations providing legal, homelessness, health, wellbeing and refugee support.
- Attend relevant case meetings and partnership meetings where appropriate.

- Advocate for residents where necessary while promoting their ability to advocate for themselves.
- Ensure effective communication and referrals between RSS and external organisations.

Safeguarding and Risk

- Work in accordance with RSS safeguarding, confidentiality, data protection, lone-working and health and safety policies.
- Identify and respond appropriately to safeguarding concerns.
- Undertake and regularly review relevant risk assessments.
- Report safeguarding concerns, serious incidents and significant risks promptly in accordance with RSS procedures.
- Maintain appropriate professional boundaries at all times.

Monitoring and Reporting

- Maintain accurate casework and accommodation records.
- Gather appropriate information on outcomes and the impact of RSS's accommodation work.
- Provide regular updates to the CEO on resident needs, casework, occupancy, move-on and emerging issues.
- Contribute information required for funding reports, organisational monitoring and evaluation.
- Help identify learning from RSS's Glasgow and Aberdeen accommodation programmes to inform future service development.

Our Approach

RSS recognises the importance of lived experience in designing and delivering effective services. We particularly welcome applications from people with lived experience of the asylum or refugee system who can demonstrate the skills and experience required for the role.

The Ending Destitution Coordinator will be expected to work in a way that promotes **dignity, independence, safety and hope**, recognising that the people we accommodate are individuals with strengths, ambitions and futures beyond their present circumstances.