



St.  
**Augustine's**  
Centre

**St Augustine's Centre is looking for a**

## **Advice Drop In Manager**

**to start in September 2022**  
**30 hours per week**

*Are you looking for a fresh managerial challenge in a great team? Experienced in giving advice and supporting others? Compassionate about those fleeing war and persecution? Resilient in setting clear boundaries for yourself and others? Read on...*

### **Who are we?**

St. Augustine's Centre in Halifax has been working with diverse communities for over 50 years and has become Calderdale's specialist support centre for people seeking asylum and with refugee status. Our 18 staff and 180 volunteers support a community of 800+ individuals and families from 57 countries who are now based in Calderdale. Most live in Park Ward where we are based.

We offer specialist advice on immigration and asylum support, and one to one support with welfare, housing, health and access to wider services. We provide hot meals, English language classes, a 'free shop', sports, arts, social and wellbeing activities, trips, events and volunteering opportunities. We run a befriending and integration service and provide awareness building talks for schools and organisations. As a core member of *Calderdale Valley of Sanctuary*, we want to share stories and build awareness about human rights, advocating and campaigning locally and nationally. We fly in the face of the hostile environment – we model compassion and take a non-judgemental approach.

You can get a good flavour of our work through our website and social media:

- <https://www.staugustinescentrehalifax.org.uk> – see esp. this short video from our Open Day in Refugee Week: [Resources | St. Augustine's Centre \(staugustinescentrehalifax.org.uk\)](#)
- @infostaugs / <https://www.facebook.com/StAugustinesCentreHalifax>

### **Advice Drop In Manager**

This is a new role, create to add capacity and support within the wider Support Team.

We are looking for a someone to take on the leadership of our Advice Drop Ins which take place three times a week on a Tuesday, Wednesday and Thursday. They are busy sessions, co-run by staff from the Support Team and Casework volunteers. People come with a wide array of issues they need help with including:

- Health (*GP registration and appointments, dentists, opticians, prescriptions, mental health, HC1/HC2, hospital support*)
- Housing (*issues in asylum accommodation, finding new accommodation, destitution and homelessness*)
- Asylum (*S95 and S4 applications, ARC and ASPEN card issues, Solicitors, processing advice, engaging the MP with cases*)
- Debt and money (*benefits, bills, debt, cost of living crisis, fines*)
- Training and employment (*college, school and university applications, free school meals applications, employability, training schemes*)
- New Arrivals (*welcoming and setting people up on our system, ensuring they have the right documentation, explaining what we do, referring to other help and opportunities within our team*)
- Move On (*when people get a form of Leave to Remain they often need help with setting up a bank accounts, understanding Council Tax and bills, finding furniture, integration etc – we work closely with the Council to support this work*),
- and miscellaneous concerns.

One moment we might be e-mailing someone's solicitor and the next supporting someone with a referral into mental health services. Inevitably in this field, some of the cases we deal with involve trauma and supporting people to access appropriate mental health support.

We work in partnership with other organisations (Calderdale Council, Citizens Advice Bureau, Halifax Opportunities Trust, Mothershare, amongst others) and refer as much as we can to provide centre members with specialist support, encourage integration, and also help these organisations become better able to support our centre members. We also encourage people coming to the Advice Drop In to get involved in our Activities and / or to volunteer with us.

Undertaking the above casework requires people who are able to deal with a wide range of issues. We have two Caseworkers who each do three days a week, focussing on the Drop Ins and follow up casework. They are supported by 8 volunteers who each attend one Drop-In a week. We also have a Senior Caseworker for Health and a Senior Caseworker for Housing (both three days a week) who lead on developing their respective areas and pick up some of the casework.

We have created this role because management of all the staff and volunteers listed above (and in addition, our Immigration Advisors) is currently falling to our Head of Support and Immigration. A new Drop In Manager will take on the management of our two

Caseworkers and all Casework volunteers, and ensure the Drop Ins run as smoothly as possible. We'd like to increase the number of people with lived experience becoming trained up Casework volunteers and this would be part of this role. We would also like to continue shifting the balance from crisis intervention casework towards a key worker model of support, with an emphasis on advocacy wherever possible. Embedding a more preventative approach to our service which builds on people's resilience, particularly focussing on our offer to new arrivals and in the areas of health and housing. The Drop In Manager would work with the Head of Support to make this happen.

We are looking for someone who is passionate about our work with people seeking sanctuary, and who has experience of delivering advice and support work. Someone who believes, like us, that by working collaboratively with partners and people with lived experience of the asylum process we can make important (sometimes life changing) shifts for people facing challenging issues.

Someone who loves to manage and empower staff and volunteers, is flexible and clear in their management style and who thrives on ensuring the right systems and support are in place so we can do our best work for our centre members. Someone with experience in Safeguarding processes, who can help problem solve casework and work with partnership organisations as needed.

Someone who understands that sometimes our work can be tough, who can help us prioritise looking after ourselves so we can look after others. Someone who can use a CRM system (and learn ours) and collate data so we can tell the story of our work and make better decisions about how we improve our Drop-In service.

Someone who is great at communicating with a wide range of people and partners, as well as being IT literate.

This is a chance to work with a fantastic staff team and wider community of people. We will provide on the job support, additional external training as required and free hot lunches!

You'll be line managed by Maeve, our temporary Head of Support until Becky is back from her 6-month Sabbatical in March '23.

### **Key information about the job**

- 1 year fixed term contract, very likely to become 2 years (plus) subject to funding.
- £21,978 per annum for the 4 day a week role (with a pay rise in April '23), which equivalent to a full-time salary of £27,472. That's £14.05 per hour rising to approximately £14.40 per hour in April.
- 30 hours a week to start in September '22
- 3 month probationary period
- 7 weeks holiday per annum (including bank holidays)
- Flexi-time system

- Access to clinical supervision or counselling as required

## **Interested?**

Take a good look at the full Job Description and Person Specification below.

## **How to apply:**

Please write us a letter of application, setting out on no more than 3 sides of A4 the following:

- 1) why you want to work with the St Augustine's team
- 2) what you bring to the role
- 3) how your experience, knowledge and skills fit the role and person specification
- 4) two referees

Submit your letter, along with your CV to us via email:

becky.hellewell@staugustinescentrehalifax.org.uk by **5pm Monday 8<sup>th</sup> August '22.**

You will be notified if you have been shortlisted for an interview by **5pm Wednesday 10<sup>th</sup> August.**

Interviews will take place in person on the afternoon of **Tuesday 16<sup>th</sup> August.**

The job description below is an overview of the type of work the successful candidate will undertake and is not an exhaustive list. We will be shortlisting based on what qualities, skills and experience you bring to the role, outlined in the person specification.

St Augustine's is committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, caring responsibilities, disability, gender, gender identity, marriage and civil partnership, pregnancy and maternity, race, religion or belief and sexual orientation.

We are an inclusive employer. We value difference and recruit by merit on the basis of fair and open competition. We welcome candidates from a range of different backgrounds.

**Questions?** If you have any questions please contact Becky Hellewell, Head of Support and Immigration 07743 045625 or by email: becky.hellewell@staugustinescentrehalifax.org.uk



# Advice Drop In Manager - Job Description

## St. Augustine's Centre Halifax

Job Title	<b>Advice Drop In Manager</b>		
Employment Status	1 year (likely to become two plus years subject to continued funding)	Hours per week	30
Salary	£21975 (equivalent to 80% of £27470 full time) per annum	Holiday Entitlement	28 days a year including bank holidays (equivalent to 7 weeks a year)
Line Manager	Head of Support	Responsibility for:	Caseworkers x2 Casework Volunteers

### Main Objectives

- Manage the effective running and delivery of the advice drop in
- Provide leadership and direction to casework staff and volunteers
- Maintain effective links with key advice partners
- Ensure all systems and processes related to the drop in and subsequent casework are working effectively

### Key Responsibilities

#### Drop in delivery

- Ensure the effective delivery of an advice drop in 3 times a week, making adjustments where a need is identified.
- Assist and be available to casework staff and volunteers by providing advice and guidance on how to progress and deal with casework matters when they arise.
- Ensure that Safeguarding processes are followed and support casework where Safeguarding issues are identified.
- Ensure advice resources for staff and volunteers are kept accurate and up to date.
- Carry out front line work directly with Centre Members where and when necessary – particularly for more complex cases.
- Manage the casework staff and volunteer rota.
- Support the reception volunteers so they are able to greet Centre Members effectively.
- Manage the room booking system in the Support Centre during Drop Ins.
- Work with local advice partners and organisations helping facilitate onsite advice provision where needed and beneficial to Centre Members.
- Learn to use the Lamplight CRM system which holds our centre member and work record data. Adapt it where necessary to suit service delivery. Use the data captured to generate reports, show trends, and aid in decision making on service delivery.

## **Management**

- Foster an enabling culture where staff and volunteers are encouraged to contribute to the development and running of the advice drop in, facilitated by an inclusive and collaborative approach and excellent communication.
- Manage casework staff, including providing regular group and individual supervision, priority setting, motivation and appraisals.
- Develop staff and ensure that appropriate training and opportunities for progression are available, tailored to the needs of each individual.
- Alongside the Volunteers Manager help to recruit and provide a range of training opportunities for Casework Volunteers and ensure they are well communicated with.

## **Partnerships and development**

- With guidance from the Head of Support, implement tasks in the Support Team plan related to the advice drop in's – particularly around helping new arrivals.
- Maintain effective links with key partner organisations through both informal and formal partnerships (such as Citizens Advice Bureau; Halifax Opportunities Trust; Calderdale Council etc). Attend relevant meetings as a representative of St Augustine's Centre.
- Work with the Head of Support, Support Team staff and volunteers to identify any trends in casework needs, adapting services where needed, initiating new partnerships where needed and working in partnership with other organisations to maximise resources.
- Provide timely and relevant information / data to the Head of Support and Centre Director, external stakeholders and provide an account of what is happening on the front-line – advocating for change where needed.
- Use feedback from Centre Members to develop the advice drop in.

## **Team member of St Augustine's**

- Attend weekly team meetings and annual away days.
- Maintain confidentiality and treat sensitive issues with appropriate tact and diplomacy. Work in accordance with data protection legislation and GDPR processes.
- Work flexibly in accordance with the needs of the service which may include undertaking occasional out of hours work as required.
- Participate effectively in supervision with the Head of Support
- Be responsible for personal learning and development and undertake training, both mandatory and optional. Utilise the personal training budget, and counselling or clinical supervision budget as needed.
- Undertake any other reasonable duties in line with the responsibilities of this post.
- Promote St Augustine Centre's stated values, and ensure policies, procedures and codes of conduct are reflected in daily practice, particularly health and safety and safeguarding.



# Advice Drop In Manager - Person Specification

## St. Augustine's Centre Halifax

Attribute	Essential	Desirable
<b>Areas of Experience</b>	<ul style="list-style-type: none"> <li>Working with and understanding the needs of people seeking sanctuary in UK</li> <li>Working in a front line advice / support role</li> <li>Safeguarding processes</li> <li>Partnership &amp; collaborative working and of building positive relationships across a variety of organisations</li> </ul>	<ul style="list-style-type: none"> <li>Experience of line managing staff and/or volunteers</li> <li>Experience of the asylum system</li> </ul>
<b>Knowledge, Skills and Abilities</b>	<ul style="list-style-type: none"> <li>Excellent interpersonal skills with the ability to deal sensitively and show empathy when working with people and to deal with information in a confidential manner.</li> <li>Ability to present information clearly and communicate effectively with people from a wide range of cultures and backgrounds, partner agencies and stakeholders.</li> <li>Strong organisational skills: service delivery, delegation, systems, attention to detail</li> <li>Good team member with the ability to motivate staff and volunteers</li> <li>Ability to work to tight timescales and deadlines and to organise and prioritise own work managing competing demands.</li> <li>Have a flexible approach to working</li> <li>Excellent IT skills - Microsoft Office</li> </ul>	<ul style="list-style-type: none"> <li>Language skills in languages other than English.</li> <li>Experience in using a CRM system to capture and report on data.</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>No formal qualifications are essential.</li> </ul>	<ul style="list-style-type: none"> <li>Functional skills / ESOL / Maths / English qualifications</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>Supportive of the values of St. Augustine's and a strong commitment to equality.</li> <li>Motivated and hard working.</li> <li>Approachable, outgoing, prepared to listen to others' point of view, patient, flexible, open to ideas, committed, reliable, enthusiastic, welcoming and friendly.</li> <li>Democratic and enabling management / leadership style Proactive with dynamism, energy and a strong presence - decisive with a 'can do' attitude</li> </ul>	

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|  | <ul style="list-style-type: none"><li>• Willing to do an enhanced DBS check.</li><li>• Willing to undertake training as required.</li></ul> |
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