**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title:**  Head of Refugee Services | **Grade**:  MG3 |
| **Section:**  Adults Social Care | **Directorate:** Adult Social Care & Public Health |
| **Responsible to following manager:**  Assistant Director for Adults Social Care | **Responsible for following staff:**  Refugee Services Programme Manager and Refugee Services Residents Manager |
| **Post Number/s:**  TBC | **Last review date:** |

**Working for the Richmond/Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

**Job Purpose**

To oversee the day-to-day operations of the service as well as setting the strategy and delivering the administrations’ visions to support sanctuary-seekers. This will include service improvement, management and development of staff, learning and sharing of best practice with other local authorities, internal and external briefings, contribution to pan-London sanctuary work and serve as a subject matter expert for the SSA.

To develop and maintain a service inline with Borough of Sanctuary accreditation. To ensure sanctuary-seekers in Richmond and Wandsworth receive every opportunity possible to thrive and empower people with lived-experience to overcome barriers.

**Specific Duties and Responsibilities**

1. Successful delivery of all sanctuary services ensuring well-being and best possible outcomes for sanctuary-seekers.
2. To work with staff in the Refugee Services team to support them and develop their skills.
3. To resolve issues escalated by Service Managers.
4. To deliver and maintain practices to earn and maintain Borough of Sanctuary status.
5. Collaborate with all directorates to implement an internal action plan across for each borough to build services tailored to provide the best possible outcomes for all sanctuary-seekers.
6. Work collaboratively with VCS to build capacity and resilience in the collective effort to support sanctuary-seekers.
7. Provide relevant Members and Senior Management with briefings on conditions for Sanctuary- Seekers using data in order to inform policy and decision-making and lead on internal conversations on the purpose, process and impact with officers and councillors.
8. Maintain constructive working relationships with central government departments and their Providers.
9. Identify opportunities for service improvement and synergy through a cross-council approach.
10. Highlight opportunities to represent Richmond and Wandsworth and partner with other London boroughs, London Councils, GLA and the Strategic Migrant Partnership.
11. Maximise opportunities to highlight positive outcomes and impact and work with Communications and Strategy to publicise them.
12. Accountability to deliver functions within agreed budgets.
13. Analyse rapidly changing national policy to understand the local effect on residents.
14. Demonstrate resilience and sensitivity in dealing with traumatised people and ensure trauma-informed practices are followed.
15. To act as an ambassador for sanctuary-seekers and promote inclusion of people with lived-experience, for both internal and external operations.

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
* To adhere to security controls and requirements as mandated by the SSA’s policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
* To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
* To understand both Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
* The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

**Team structure**

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**Person Specification**

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**Our Values and Behaviours**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

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| **Person Specification Requirements** | | | **Assessed by**  **A/I/T/C**  **(see below for explanation)** |
| **Knowledge** | **Essential** |  | **Assessed** |
| Detailed knowledge and understanding of sanctuary policy | **Y** |  | **A/I** |
| Understanding of the challenges faced by sanctuary-seekers | **Y** |  | **A/I** |
| Detailed knowledge of local government processes | **Y** |  | **A/I** |
| Knowledge of HR, data and finance processes | **Y** |  | **A/I** |
| **Experience** | **Essential** |  | **Assessed** |
| In managing multi-disciplinary teams | **Y** |  | **A/I** |
| In working directly with sanctuary-seekers and a demonstrable compassion |  |  | **A/I** |
| In service design and improvement | **Y** |  | **A/I** |
| Managing a team through dynamic and high-pressured situations | **Y** |  | **A/I** |
| In liaising and engaging with a broad range of audiences | **Y** |  | **A/I** |
| In adapting to new challenges with a positive and resilient approach | **Y** |  | **A/I** |
| Sound knowledge of the actors involved in the sector including government agencies, voluntary sector and regional political organisations | **Y** |  | **A/I** |
| **Skills** | **Essential** |  | **Assessed** |
| Ability to react quickly to evolving challenges | **Y** |  | **A/I** |
| Ability to produce high quality and engaging briefings which communicate a strong narrative | **Y** |  | **A/I** |
| Budget management | **Y** |  | **A/I** |
| Ability to communicate both orally and in writing to a good standard | **Y** |  | **A/I** |
| Ability to manage and constantly re-prioritise a varied workload | **Y** |  | **A/I** |
| Confidence to make decisions while working in emerging and unprecedented programmes | **Y** |  | **A/I** |
| **Qualifications** | **Essential** |  | **Assessed** |
| Relevant professional qualification or equivalent practical experience. | **Y** |  | **A/I** |

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**