

We are looking for a Drop-in Manager

Action Foundation is launching a weekly Newcastle Citywide Drop-in in two locations to provide a social place for asylum seekers, refugees and other migrants to connect to others in the community and to the support services they may need at the earliest opportunity. This is an exciting new project that will be part of a national Asylum Early Action Practitioners' Network to share learning and embed preventative approaches within organisations supporting people seeking asylum across England. This project will enable beneficiaries to understand the crisis points within the asylum system and how to avoid or de-escalate them.

The successful candidate will demonstrate their experience in project management and leadership, developing networks and partnerships and have a strong awareness of the issues facing asylum seekers and refugees. They will be an excellent team player as well as equally able to work alone, have excellent organisational and communication skills and experience of working within the voluntary sector with a wide variety of stakeholders. The successful candidate will support the ethos and values of Action Foundation (<https://actionfoundation.org.uk/ethos/>)

A full Job Description can be found below.

For further information about the project and charity go to www.actionfoundation.org.uk

Application deadline is 9am Monday 18th March 2019

Interviews to be held on Monday 25th March 2019

Completed applications to be sent to recruitment@actionfoundation.org.uk

or posted to; Recruitment
Action Foundation
The CastleGate
Melbourne Street
Newcastle upon Tyne
NE1 2JQ

Action Foundation is a Charitable Company registered with the Charity Commission – Charity no. 1132051

Job Description – Drop-in Manager

Responsible to:	Director of Operations
Responsible for:	Developing and delivering Action Foundation's Drop-ins and associated Volunteer Programme and line management and supervision of the Drop-in Co-ordinator.
Organisational Context:	Action Foundation is an award-winning charity that provides opportunities for marginalised people to overcome their isolation and exclusion by providing free accommodation for refused asylum seekers (Action Housing, Action Hosting and Action Access projects), short-term supported accommodation for those with refugee status (Action Letting) and community ESOL classes delivered by volunteers (Action Language).
Job Purpose:	To develop, promote and oversee the effective delivery and co-ordination of the Action Integration Drop-in and associated volunteer programme. The twice-weekly Drop-in will develop a new approach to engaging with and supporting isolated and socially excluded migrants using Early Action approaches to prevent and de-escalate crises, in an informal and interactive setting. It will provide an accessible space and place for social interaction and engagement between volunteers, migrants and local service providers.
Time Commitment:	35 Hours per week
Salary Scale:	£20,676 - £26,534 per annum depending on experience + 6% pension
Contract:	Fixed term to March 2021
Location:	To operate from two bases: the City Centre and West End of Newcastle

Duties and Responsibilities:

- Develop and launch two weekly Drop-in sessions designed to support and promote the wellbeing, resilience and integration of vulnerable and marginalised asylum seekers, refugees and other migrants
- Develop local networks to promote the drop in sessions and build commitment amongst a range of local partners to attend the Drop-ins on a regular/rolling outreach basis to provide information, support and sign-posting to those attending through partnership and collaboration.
- Line manage the Drop-in Coordinator to ensure the effective delivery of the Drop-in
- Develop and lead a steering group comprising beneficiaries, volunteers and other service providers, to engage in participatory service design, to help shape, inform and monitor the development and delivery of a successful and vibrant Drop-In hub
- Develop the roles which will be taken up by volunteers who will help run and support the delivery of the weekly sessions
- Promote the Drop-In widely using a variety of media channels / marketing materials and liaise closely with our Communications Co-ordinator to raise the profile of the Drop-in
- Build and maintain relationships with Project Managers of Action Language and Housing, other partners and additional providers of support to encourage effective transitions between services (internal and external) and joined-up working so those attending receive a seamless service

- Ensure the focus is on helping beneficiaries:
 - Build diverse and sustainable relationships/friendship networks
 - Develop confidence in mixing and conversing socially (in English)
 - Feel more informed about and connected to the local community and culture, and
 - Learn how best to access and make the most of the opportunities and services available to them
 - Gain increased understanding of the asylum system, possible crisis points, and how best to navigate them to avoid or exit crisis
- Test and monitor the impact of Early Action approaches, embed the learning initially into the delivery of the Drop-in, and also with Action Foundation's other services as appropriate
- Participate in the Asylum Early Action practitioner network alongside the other partners to share learning and contribute to promoting the Early Action Charter and Network*
- Ensure the Drop-in develops a targeted approach to those who are at increased risk of loneliness and chronic isolation, and is focused on preventing crises and/or de-escalating crises where they arise
- Work closely with Newcastle City Council Migration and Asylum Co-ordinator, Newcastle City of Sanctuary Lead, and LAASLO's, to ensure the Drop-in provides a welcoming and supportive single point of contact for new migrants to the City (i.e. those arriving via dispersal or resettlement routes) – helping them 'find their feet', discover and connect to local services, and access flexible and supportive wrap-around support
- Ensure work is completed to a high professional standard and that relevant Action Foundation procedures are adhered to and developed accordingly. Specifically in relation to:
 - Safeguarding & Risk Assessment
 - Health and Safety Policy and Procedures
 - Food and drink hygiene certification
- Ensure tenancy agreements (ie Drop-in venues) are adhered to.
- Look after property and premises, ensuring that they are protected from misuse, damage and theft and promoting a safe working environment in line with policies.
- Be a First Aider and complete necessary training
- Manage the collection and storage of accurate and appropriate monitoring data for the Drop-in, including registers, new member interviews, equalities and project monitoring forms
- Work with the Head of Trust Fundraising to provide the monitoring data required by funders and external evaluators, and engage with external partners (local, regional and national) to share learning and experiences
- Manage the budget for the project and ensure that it is delivered in line with the terms and conditions of the grant and in accordance with Action Foundation's financial monitoring procedures
- Provide regular updates to Action Foundation's Senior Management Team / Board in relation to the delivery of the Drop-in and achievement of agreed targets and outcomes
- Ensure confidentiality and data protection
- Attend and contribute actively to weekly/monthly team meetings as part of wider Action Foundation workforce

Personal Specification/Key Competencies

Knowledge/Experience:

Action Foundation is looking for applicants who can evidence working in the following areas:

- Facilitating/Project management ideally in a Drop-in type environment (essential)
- Developing networks and partnerships in the delivery of a new or existing service (desirable)
- Recruiting and managing volunteers (essential)
- Developing written policies and procedures (desirable)
- Knowledge of Health and Safety and food hygiene requirements needed for a Drop-in type activity (desirable)
- An understanding of the need to maintain safe working boundaries (essential)
- Experience working with interpreters and those speaking English as a second language (desirable)
- Strong awareness of the issues facing asylum seekers and refugees especially (essential)

Skills/Abilities:

In addition to the above we want applicants to provide examples as to how they satisfy the following criteria:

- Able to use own initiative to solve problems. (essential)
- Familiar with O365 computer software (essential)
- Good written and verbal communication skills. (essential)
- Good presentation skills to a variety of audiences (essential)
- Work well in a team. (essential)
- Co-operative approach to working with other organisations and government departments to maintain strong, positive partnership working. (essential)
- Excellent administration skills. (essential)
- Strong interpersonal skills. (essential)
- Good organisational and planning skills particularly in time management. (essential)

Other:

- A genuine desire to support people seeking asylum and refugees (essential)
- Commitment to upholding and promoting vision and values of the organisation (essential)
- A full driving licence and use of own car (desirable)

This post would require a DBS check and the taking up of two references.

* The Early Action Charter for People Seeking Asylum Programme (The Early Action Programme) is a three-year capacity building project supported by the Big Lottery Fund that will embed preventative approaches within organisations supporting people seeking asylum across England, enable their beneficiaries to understand the crisis points within the asylum system and how to avoid or de-escalate them. The Early Action Programme will shift the dominant crisis culture within asylum services towards crisis prevention and de-escalation, thereby it will:

- Improve the lives of people seeking asylum by preventing them from falling into or remaining in crisis.
- Strengthen early action practice across the UK.
- Create an early action evidence base to support influencing.