

Job Title: Service Manager (Integration)

Grade: G5

Reports To: Head of Asylum, Integration and Resettlement

Overall Job Purpose

To be responsible for the management of Integration advisers and collaborate with colleagues to develop and ensure delivery of Scottish Refugee Council integration direct services. To promote the integration and settlement of refugees in Scotland by the provision of quality support and advice services to refugees. Ensure any terms grant agreements and funding contracts are met. Work with colleagues to support and ensure the quality of advice services in the wider organisation.

Key Responsibilities

- Manage and ensure a professional, safe and welcoming service for clients, ensuring that standards are established, met, maintained and monitored.
- Manage the portfolio of Refugee Integration Services as directed, ensuring high quality advice and support and relevant, up to date information available for advisors and clients
- Manage the provision of refugee integration services using phone, face to face and group work advice interventions as appropriate.
- Ensure that the refugee integration services portfolio meet all contractual requirements and adhere to Scottish Refugee Council policies and procedures.
- Identify, prioritise and assist vulnerable groups and individuals to focus service delivery on them and provide advocacy where appropriate.
- Ensure effective transition for refugees when decisions have been made
- Work with other service managers to support partner agencies to build their capacity to deliver high quality services to refugees through provision of training, seminars, briefings, electronic and written communications.
- Liaise effectively with statutory agencies including Scottish Government, community organisations and other key partners and agencies.
- Work with other managers with appropriate external agencies to ensure delivery of complementary services to refugees in such areas as health, housing, welfare and education.
- Monitor delivery of services to clients to ensure efficient and effective use of Scottish Refugee Council staff and resources
- Manage allocated budgets in accordance with organisation policies and delegated authority levels.
- Ensure the efficient use of resources within refugee integration services by working closely and in co-operation with other colleagues in operations and the wider organisation.

- Manage the use of interpreters in accordance with policies and procedures to ensure best value and operation within budget.
- Participate in the strategic planning process and lead on the operational planning process for the development and implementation of refugee integration services.

Management and supervision

- Manage, motivate, train and develop staff and volunteers.
- Provide guidance and support to staff and volunteers through regular contact, personal availability, team meetings, regular supervision and annual appraisal.
- Ensure staff and volunteers meet the requirements of the Office of the Immigration Services Commissioner and other quality standards as appropriate including frameworks of child protection and dealing with vulnerable adults
- Ensure effective communication and consultation with staff and volunteers and maintain strong links with other teams.
- Ensure staff and volunteers have the information and skills to deliver a quality service.

Other Duties

- Develop skills and undertake responsibilities, which will fulfil the purpose of the role and support the success of the organisation.
- Ensure that work is carried out in accordance with Scottish Refugee Council's values, equality aims, policies and procedures
- Participate in and contribute to organisational/team or external meetings.
- Provide reports for senior staff and management.
- Provide cover for as appropriate.
- Ensure that services meet health and safety requirements including critical incident procedures
- Assist in the development of qualitative systems to allow Scottish Refugee Council to monitor and evaluate the delivery of refugee integration services.
- Promote awareness of refugee needs and rights by participating in appropriate networks and forums and develop links and network with other providers in Scotland and the UK.
- To provide appropriate support to volunteers as required.
- Undertake any other appropriate duties as required.

Quality	Essential	Desirable
Education and Training	Educated to higher level or able to demonstrate equivalent experience	<ul style="list-style-type: none"> • Management Degree • OISC trained preferably at level 2
Job Experience and Skills	<ul style="list-style-type: none"> • Demonstrable experience of providing services to vulnerable groups • Experience of project and people management • Experience of managing a diverse team, including setting objectives and monitoring progress • Excellent project, organisational and planning skills and experience • Strong report writing skills • Knowledge and experience of managing financial resources • ICT skills – competent use of Microsoft packages • Ability to develop, implement and monitor systems and processes • Knowledge of the voluntary, local authority and health service provision sector, including benefit, education, health and social work systems. • Sound knowledge of immigration legislation and systems • Knowledge of issues affecting asylum seekers and refugees in Scotland • Experience of equal opportunities, including awareness of cultural differences • Awareness of Health and Safety requirements at work 	
Personal Qualities and Abilities	<ul style="list-style-type: none"> • Ability to contribute effectively to planning and development of services • Demonstrate understanding and support of Scottish Refugee Council aims and principles 	

Quality	Essential	Desirable
	<ul style="list-style-type: none">• Strong leadership and decision-making abilities• Ability to work in high pressure situations in a rapidly changing environment and respond effectively by adjusting priorities• Ability to work effectively with colleagues and external stakeholders effectively and professionally• Ability to implement and operate effective quality assurance systems within the team• An understanding of the importance of confidentiality and impartiality• Able to maintain professional boundaries• Demonstrable empathy with asylum seekers and refugees and commitment to their rights	