



# BRISTOL HOSPITALITY NETWORK

## JOB DESCRIPTION

**Job Title:** HELP (advocacy and asylum support work) Team Manager

**Grade:** Scale 5 (22-25)

**Hours of Work:** 22.5 hours per week

**Salary:** Pro rata to full time salary in the range £20,661 to £22,658 (at 2017/18 rates)

**Place of Work:** Easton Family Centre, BS5 0SQ

**Responsible to:** BHN Manager

**Contract:** Fixed term for 1 year (extension possible; funding dependent)

**Responsible for:** Leading BHN's advocacy and support 'HELP Team' including supervision of all HELP team volunteers, training and inducting new HELP Team volunteers, administrative and communications work relevant to post.

**Purpose of Job:** To manage the HELP Team, a small dedicated team supporting our destitute members to move forward with their asylum claim and move out of destitution.

### Main tasks:

#### 1. Volunteer Coordination

- 1.1. Provide ongoing training and supervision for HELP team volunteers
- 1.2. Provide induction and basic training for all new HELP team volunteers
- 1.3. Support member volunteer interpreters (destitute asylum seeker volunteers) with induction, additional training and support as required
- 1.4. Recruiting new volunteers as required

#### 2. Advocacy Coordination

- 2.1. Develop and maintain member case files and monitoring systems.
- 2.2. Ensure engagement of all BHN members with the progress of their asylum claim
- 2.3. Develop a crisis team for response to detentions
- 2.4. Oversee the running of the HELP team drop-in session on Monday and all other HELP team work.

2.5 To lead and manage the performance and development of the HELP team, with the aim of achieving the maximum possible impact for BHN members

2.6 To ensuring that the work of the HELP team complies with the policies and expected standards set by BHN

2.7 To oversee responsibility for the HELP team budget, including approving purchases, volunteer expenses etc. to ensure the team operates as effectively as possible within budget.

2.8 Maintain up to date knowledge of changes in law and practice which affect the HELP teams role in supporting members

2.9 With the General Manager, ensure that BHN complies with Data Protection requirements

2.10 With the support of the Manager and Trustees, to develop and implement BHN policies, in particular those relating to members moving on from destitution and BHN and remaining within OISC regulations and boundaries.

### **3. General Duties**

3.1 Report to the Board of Trustees bi-monthly

3.2 To work within the wider staff team of BHN, attend staff meetings and participate in training opportunities appropriate to the post.

3.3 To promote equality and human rights for asylum seekers, model anti-oppressive behaviour and implement BHN's Equality, Diversity and Inclusion policy.

3.4 To work within BHN's aims, objectives and policies.

3.5 To carry out additional duties in consultation with the line manager as are consistent with the responsibilities of the post.

3.6 Please note; occasional evening and weekend working may be required by prior arrangement.