

Job description



Safeguarding Policy & Practice Manager - Maternity Cover

Responsible to: Head of Services and Safeguarding, but working across all Refugee Action operations

Responsible for: No direct line management responsibility, but this may be subject to review.

Location: National post. Can be based in London, Manchester or Birmingham.

Background

About Refugee Action

Refugee Action is a national charity with over 40 years' experience empowering people who've survived some of the world's worst regimes to secure the protection and support that they need to live with dignity and respect and build a new life in the UK. We do this by providing expert advice and casework, building the capacity of partner organisations, and working with allies to change government policy.

Our vision for a welcoming UK has never been more important. Last year almost 80 million people were displaced, the biggest refugee crisis since WWII. Add to this the most hostile Government we have ever faced, now's the time to stand up for the rights of refugees.

It's a crucial time to be part of Refugee Action as we come to the end of our current strategy (2019-22) and embark on our next strategic period with a fantastic new CEO who has worked in the charity for 19 years. We will do this through securing systemic change through our campaigns to change government policies, our direct services, and our work to strengthen and connect other service delivery organisations. You can [read more about what we do here](#).

We will also continue with our commitment in our strategy to do far more to learn from and shift power to refugees and people seeking asylum. We are also striving to be an actively anti-racist organisation. Both of these commitments are a top priority for our new CEO as set out in his first public statement [on Twitter here](#).

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Purpose of post

- To ensure that safeguarding (including children, families, vulnerable adults and those that are the victims of Hate Crime) best practice is pervasive in all our service delivery
- To support operational teams to deliver high quality services, rooted in Refugee Action's culture and experience, by developing guidance and support (including Training and resources)
- To identify any themes or trends emerging from our operational teams and ensure that these are addressed
- Advise on safeguarding issues relating to individual cases and support delivery teams to provide the best possible support
- Lead on developing, implementing and maintain a robust Safeguarding Strategy within the charity
- Represent the charity at external safeguarding forums and develop external links to enable best practice internally

Main duties and responsibilities

Supporting Operational Teams to deliver quality services

Practices

- To lead on defining and sharing of best practice in safeguarding work and to enable a consistent and quality service in all areas
- Support teams to develop high quality casework and safeguarding practices that meet quality standards
- Support teams to share their practice, identifying areas for improvement
- To ensure that our services operate at all times within the principles of impartiality and confidentiality, and in accordance with Refugee Action's values, principles, policies and procedures
- To promote a culture of safeguarding across Refugee Action's operational teams
- To ensure that services are delivered sensitively, in ways which respect the culture, personal history and situation of all its users
- Support the development of safe working practices across Refugee Action

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Training & Development

- Design and deliver training including organising regular skill shares
- Where appropriate, commission external training and manage these training programmes
- To make decisions on which external good practice safeguarding resources Refugee Action should adopt, to manage a small library of these resources on the shared network and provide training or summaries / bulletins for staff and volunteers on these resources
- To contribute to the recruitment, induction and training of new teams and ensure that all team members are trained in safeguarding practices (including non-operational staff)

Individual cases & local infrastructure

- To respond to queries from operational teams, and specifically from Designated Safeguarding Officers (DSO) on good practice approaches to specific complex client situations as they arise
- To make links with sub-regional Safeguarding Boards as appropriate
- To support DSOs and regional teams to set up referral routes into local mental health support, provide support around the language needed for effective referrals and develop plans to influence the quality and cultural appropriateness of local provision
- To carry out regular reviews of safeguarding practice and procedures, including reviewing the focus and boundaries of the DSO role
- To support DSO's and regional teams to map pathways into local support and ensure that any barriers Refugees or People Seeking Asylum might face are identified
- To support teams to influence local provision, its appropriateness and quality

Monitoring & Evaluation

- To research, collect, collate, store, keep up to date with & provide regular updates on policies, information and services relevant to safeguarding
- To lead on monitoring and evaluation of our work in aspects of safeguarding, and implementing learning and improvements,

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- To provide written and oral reports as required, including a quarterly report for the Senior Leadership Team and trustees.
- To contribute to the recruitment, induction and training of new teams and ensure that all team members are trained in safeguarding practices

For the Charity

- To ensure appropriate liaison with other teams in Refugee Action
- To represent Refugee Action as and when required. This may include representing Refugee Action in the media, with the support of the Communications team
- To set up and attend regular team meetings, in order to share information, monitor services and foster effective and supportive team working
- To participate in management meetings, training sessions and staff meetings and conferences as and when required
- To participate in her/his own supervision and appraisal
- To carry out administrative tasks in support of her/his own work (e.g. word-processing, filing)
- To carry out other duties consistent with the nature of the post, and in furtherance of the project
- To carry out all the above in accordance with the aims, values and policies of Refugee Action, in particular, confidentiality, impartiality and Equal Opportunities.

The above duties will be prioritised by the Head of Services and Safeguarding in consultation with the post-holder. The post-holder may be asked to re-organise his/her work in order to help the agency to respond to changes in type or extent of needs of refugees, which can arise from time to time. This would be done in a way consistent with the purposes of the post and in consultation with the post-holder.

Person Specification

Experience may be paid or voluntary, full or part-time, in the UK or overseas. Candidates will be shortlisted on the following specifications:

Experience, Knowledge, Abilities and Skills

- Insight into the needs, hopes and experiences of asylum seekers and refugees in the UK

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- Excellent understanding of safeguarding practice & statutory social care structures and processes.
- Experience in supporting safeguarding good practice, and previous experience of developing training to support practice improvement
- Ability to understand the impact of hate crime and develop best practice approaches to supporting the victims of hate crime
- Excellent networking and partnership-building skills, with the ability to build and maintain effective networks.
- Excellent inter-personal skills – demonstrating ability to form relationships with a broad range of colleagues across RA with the ability to support and challenge.
- Ability to gather data on incidents and produce reports on key themes and trends
- Excellent project management skills, including the ability to analyse impact, then propose and test new solutions to identified problems.

Desirable

- Those with lived experience as a refugee are encouraged to apply.
- Social Work qualification

In addition to the above, you will be asked about the following aspects of the person specification in your interview. You do not need to write about them in your application form.

- Experience, commitment to and understanding of the importance of cultural diversity.
- Understanding of the use of digital solutions in the context of designing, developing and delivering projects.
- Excellent training and facilitation skills.
- Interest in the potential of digital technologies to provide effective support for organisations across the country
- Commitment to the principles of confidentiality, impartiality, non-directive advice, and Equal Opportunities.
- Ability to plan and manage own workload.
- Excellent communication skills including the ability to create accurate verbal and written content, presentations and reports in English.
- Open and reflective attitude to own work and experience.
- Ability to use Information Technology to the required standard.

The post requires travel within the UK, including occasional overnight stays.

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Terms and conditions of employment

This post is offered on a full-time fixed term basis for 9 months. The following conditions of service will apply:

Salary	£36,922 - £39,880 (Salary band 6, NJC points 39-42) per annum (Plus £3,717 Inner London Weighting if based in London). All new employees will normally start at the bottom of the band.
Location	London, Manchester, Bradford or Birmingham
Annual increments	Increments of one point per annum to the maximum of the band are paid on the 1 April. To qualify the post holder must be confirmed in post and employed since the first of the previous October.
Pension	Refugee Action will contribute 8% of gross basic salary plus £50 per month into a pension plan. In line with government pension contribution rules, you will not have to make any contribution at the moment.
Holidays	24 days per year plus public holidays (pro rata for part-time posts). Holiday entitlement increases to a maximum of 31 days per year, reached within 5 years of employments (pro rata for part-time posts).
Hours of Work	35 hours per week (excluding lunch breaks). Some evening and weekend work may be required for which time off in lieu should be claimed.
Flexible Working	We are committed to considering all requests to work flexibly.
Probation	This post will have a probationary period of six months.
Notice	Two months' notice of termination of employment on either side.
Disability	We are committed to making every reasonable adjustment to the workplace or working arrangements so as to accommodate people with disabilities.
Employee Assistance Programme (EAP)	All Refugee Action staff are subscribed to use a 24 hour confidential support line. Face to face counselling can also be arranged with the EAPs trained counsellors if appropriate.

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DBS:	Employment in this post may be subject to a satisfactory police clearance being obtained. Because of the nature of the work for which you are applying, this post is exempt from the Rehabilitation of Offenders Act 1974 (exception) Order 1975 and you are therefore not entitled to withhold information about convictions which for other purposes are 'spent' under the provision of the Act.
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