



Job Title	Integration Projects Manager
Location	RMC has four branches in Birmingham, Wolverhampton, Walsall and Dudley. The successful candidate will be based on site in Birmingham with regular travel required to all branches when necessary.
Reporting To	Regional Resettlement and Integration Manager
Salary and benefits	£34.5k - £36.5k depending on experience and qualifications. Company matched pension, employee assistance programme, health and wellness support and mental health support. As well as training and opportunities for advancement
Hours	Full time (5 days/35 hours per week)
Contract	2 years with a strong possibility of extension
Probation period	6 months
Annual Leave	24 days, plus Bank Holidays and 1 concessionary day

RMC is a regional charity with 25 years of experience working with newly arrived communities. We aim to assist refugees and migrants through crisis and disadvantage by removing barriers to their integration and enabling them to become equal citizens. Imagine arriving in a new country, a new city, trying to build your life and integrate. Not knowing how the system works and everything being new. You do not speak the language, do not know anyone.

That is the reality for many refugees and migrants when they arrive in the UK. There are many barriers they face to being able to settle and integrate effectively. This is the reason why RMC exists and has grown and evolved for over 2 decades providing a variety of services to newly arrived communities. We support refugees and migrants by providing free services including immigration advice OISC accredited up to level 3, Education, training and access to employment support, welfare benefits advice, access to healthcare and housing advice.

For the past 8 years we have also developed expertise in providing wraparound resettlement support for refugees who arrived via schemes such as SVPRS (Syrian





Vulnerable Resettlement scheme), ARAP/ACRS (Afghan. Relocation Assistance Policy), UKRS (United Kingdom Resettlement Scheme), BNO (British National Overseas) and HFU (Homes for Ukraine Scheme).

The post holder will work within our very diverse and multi skilled Resettlement Team where everyone is valued and collaboration within this team and at all levels across the wider organisation is essential.

Purpose and Scope of the Role

To manage and work as part of a team to enable and empower newly arrived often vulnerable refugees to settle into their new communities with confidence. The postholder will have responsibility for the services quality, monitoring and ensuring funder targets are met. Ability to provide a wraparound service to our clients across Birmingham and the Black Country, including services around housing, health, education and employment.

A key part of the role will be to exercise your own judgement in the timely provision of reports, recommendations resulting from service evaluation and data analysis to the Regional RIM, partner agencies and other stakeholders ensuring they are in line with RMC's values and within the scope of the service.

Main Tasks and Responsibilities

- To manage high-quality holistic services and time limited projects that enable refugee families and/or individuals to sustain independence within their new communities.
- To support with the development and maintaining of effective partnerships with voluntary and statutory sector stakeholders to ensure the provision of appropriate services to newly arrived refugees.
- To undertake line management responsibilities as agreed.
- To record, monitor and evaluate all aspects of the projects you manage and complete monitoring and feedback reports of outcomes for funders to a high standard with the support of the Regional RIM
- To train, develop and support staff and volunteers in accordance with service and project needs.

For service delivery

- Draft reports where required and ensure that project deadlines are met working closely with the Regional RIM and Resettlement Administrators.
- Maintain accurate and current records for the project





- Support effective collation of evidence for regular reporting to funders such as the Local Authority/Home Office to meet evidence requirements
- To encourage openness and effective communication on an interpersonal level; to manage conflict positively; work with others to find solutions and reach agreement.
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- To maintain and cultivate a professional atmosphere and a staff culture where everyone feels valued and equipped to do their job.
- To manage, delegate and work alongside Resettlement and Integration Co-ordinators/Officers to successfully deliver these activities and achieve project outcomes
- Mentor and support the Resettlement and Integration Co-ordinators to fulfil their role and establish a cohesive approach to project delivery as a team across RMC's projects
- To support the Regional RIM to always ensure that the staff teams and volunteers, comply with all relevant laws and regulations related to their area of work.
- To identify possible gaps in quality assurance and manage the work on improvements to quality systems/marks if required.
- To ensure that Resettlement Coordinators and Caseworkers devise and deliver a comprehensive action plan for welcoming the refugees from preparation prior to arrival and support for the first year and beyond. Project requirements may vary but usually include:
 - Accommodation checks
 - Welcoming families upon arrival
 - Registering with GP's, dentists and opticians; attending medical assessments and appointments; securing appropriate specialist medical care and liaising with different health services;
 - Working with Social Services to ensure all special needs are addressed;
 - Registering for Biometric Residence Cards and benefits, ensuring that refugees understand their financial rights and responsibilities;
 - Providing on-going orientation to the UK – information, classes, workshops and visits by key statutory services;
 - Registering and supporting children with local schools;
 - Facilitating access to ESOL (English for Speakers of Other Languages) classes for all newly arrived adults;





- Signposting and assisting in training, education and employment to ensure long term independence;
- Organising trips and outings to places of interest and providing opportunities for social interaction.
- To provide holistic support around all areas of need including housing, welfare, employment, substance misuse, family reunion, health and social engagement.
- To lead on casework management and provide direction and support to the resettlement team of staff and volunteers.
- To support maintain and develop excellent working relationships with and between external stakeholders to improve the availability of mainstream and specialist services for newly arrived refugees.
- To support the Regional RIM in planning the project's services, ensuring appropriate liaison with colleagues, other RMC teams and external partners.
- To ensure the provision of high-quality services that are responsive to the needs of clients and that meet internal and external quality standards
- To ensure that the project(s) you are responsible for operates at all times within the principles of impartiality and confidentiality, and in accordance with RMC's values, principles, policies and procedures.
- To ensure that the project has regular feedback from users, refugee community organisations and other partners and, as necessary, to modify and improve services in the light of the feedback.
- To ensure that the service is delivered sensitively, in ways which respect the culture, personal history and situation of all its users.
- To provide written and oral reports as required.

For the Charity

- To ensure appropriate liaison with other teams in RMC.
- To represent RMC as and when required.
- To set up and attend regular team meetings, 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 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 RMC confidentiality, impartiality and Equal Opportunities.





The above duties will be prioritised by the Regional RIM in consultation with the post-holder. The post-holder may be asked to re-organise his/her work to help RMC 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.

A DBS check will be carried out for this post.

Flexibility

To deliver the stated aims of for this post, a degree of flexibility is needed, and the post holder may be required to perform work not specifically referred to above, such duties will fall within the scope of the job and be directly related within the appropriate pay grade. The job description will therefore be subject to periodic review with the post holder to ensure it accurately reflects the duties that are being performed

Person Specification

Experience and Skills	Desirable	Essential
3 years minimum experience of working within a management role in a similar environment.	X	
Experience of working with vulnerable people and an understanding of the needs of refugees, and the issues or difficulties which may affect their resettlement.		X
Experience of recruiting, managing and supervising new teams and volunteers within a high pace environment.		X
Experience of managing complex and/ or challenging situations.		X
Experience of building and maintaining excellent working partnerships with		X





a wide range of external agencies to access needs led intervention.		
Knowledge and ability to engage with hard to reach individuals, and supporting others to understand and overcome the potential barriers to active engagement.		X
An understanding of the issues facing refugees during integration to a new community and an ability to work creatively to achieve positive outcomes.		X
Excellent knowledge of the services available to support refugees.		X
Demonstrable ability to communicate and negotiate to a high level, both verbal and non-verbally with shareholders and stakeholders.		X
Excellent organisational and monitoring skills, with the ability to prioritise when faced with multiple conflicting demands.		X
Excellent administrative skills including excellent IT computing skills inclusive of Excel, with an ability to write comprehensive reports.		X
Understanding and a commitment to embedding diversity and equality.		X





Confidence in leading on a project, taking full accountability for service delivery of you team, inclusive of Health and Safety.		X
Ability to create and maintain a constructive and open working culture within the team, with a positive approach to working as part of a wider organisation.		X
Ability to be flexible to the needs of the organisation		X
Good local knowledge	X	
Experience of managing outreach support services	X	
Car driver	X	





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