



Hummingbird Refugee Project

Dear applicant,

RE: Hummingbird Service Manager

Closing date: 20th November

Interview date: 26th November

To apply :send cover letter and CV to elaine@hummingbirdproject.org.uk

Thanks for downloading our job pack and taking the time to look at this role.

Are you outraged by the way you see refugees treated in the UK? Do you feel moved to do something about it? Are you looking for a team that puts its values and beliefs at the centre of all its work?

If you answered yes to all three, then joining the Hummingbird project could be the role for you.

We are a new charity who formally registered in 2017. Before that we were based in France where we supported refugees in the unofficial refugee camp, known as the 'Jungle' in Calais. We were there to do what we could - provide medical assistance, tea kitchens, dedicated safe spaces for young people, and whatever else we could do to help. The 'Jungle' was demolished in 2016 and since then we have been determined to do all we can for young refugees here in the UK. You can read more about that here.

Now based in the heart of Brighton, we deliver award winning services for young refugees. Since we became a UK based charity our services have gone from strength to strength and we're excited to be expanding our small skilled team to develop our services further, providing more vital support to young refugees as we move into 2021.

We are proud to have built our services in response to ideas from young people to address their most urgent needs around friendship, education, casework and advocacy. Together we aim to raise awareness around the rights of young refugees and promote collective action, which we believe is needed to end hostile environments and the negative rhetoric that surrounds young refugees.

We are looking for people who will listen to and learn from young people. We are looking for those who believe in change and are willing to stand up for it. Most of all we are looking for people who are happy to 'budge up' and offer young people a seat at the table.



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If you would like to see our latest annual report you can read this [here](#).

I look forward to reading your application!

Kindest Regards,

Elaine Ortiz - Founder and Director of the Hummingbird Project



Our Services:

Our Hummingbird Office is based in Brighton, but we are currently running all our group sessions online.

Global Social Club: Each week, members have fun, celebrate diversity, build friendships and share culture and creativity. It's a safe and supportive environment and, alongside the activities, specialist support and advice is available. We have welcomed over 150 young people since we started and been recognised as the UK's first Youth Club of Sanctuary.

Learning Space: A dedicated space led by qualified teachers. It's a chance for young people to bring their homework and learn in addition to their regular education they receive at school or college. If young people have a specific learning interest they want to take further, our educational team can support them to find ways to do this.

Be Well, Be Heard: A specialist 1:1 support service. We work with young people to offer practical support around issues affecting their wellbeing, connecting them to appropriate mental health and other specialist services. This service works



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responsively and holistically to meet the needs of young people. We offer vital support to young people experiencing issues of trauma through 1-1 work, including advocacy around delayed or failed asylum cases. We work in partnership with our community and other professionals with a multi agency approach.

Young Leaders: This award-winning service incorporates training in human rights, politics, leadership and campaigning skills. Young Leaders have worked together to raise awareness on issues facing other refugees in the UK and Europe and have campaigned to create positive change. In 2019, Young Leaders received the 'Community Campaigners of the Year' award from UK Parliament, selected by John Bercow (then Speaker of the House) at the Houses of Parliament.

Job Description

Service Manager - Young Refugees

Hours:	4 days per week (0.8 FTE)
Salary:	Actual £24,000 (pro rata £30,000 FTE)
Reports to:	Founder - Director

The Hummingbird Project is a youth-centred organisation that aims to provide trauma-informed services and promote youth-led action that is underpinned by our shared belief in human rights.

Our services support young refugees, between the ages of 14 and 25, many of whom arrived in the UK as unaccompanied children. The project is based in Brighton and works with those living in the city and across East and West Sussex.

As well as our direct services for young people, we actively campaign for the rights and protection of young refugees at a local and national level.

Our vision is a community standing together for the rights and protection of young refugees.



Main purpose of the role

The Service Manager will play a key role in ensuring services are delivered to a high standard and that young people we support have the care and services they need, as well as a voice in decisions that affect them.

The role incorporates line management for service leads, including support and advice where individual cases are particularly challenging and/or complex. It will support the overall management and the delivery of high-quality services through developing and implementing policies and procedures, as well as contributing to new service development and evaluation activity.

Key responsibilities

Providing expertise and support

- Provide regular, formal supervision for service leads and support their personal development through regular contact, appraisal and learning opportunities.
- Provide expertise and support for 'Be Well, Be Heard' caseworkers in their work with individuals, particularly where the needs are complex and/or challenging.
- Ensure all service delivery staff are aware of, and understand, the content of policies and procedures and their individual responsibilities in implementing them.
- Support caseworkers in identifying opportunities to advocate for the rights of young refugees
- Identify opportunities to support young people to speak out about matters which are important to them.
- Attend and contribute to meetings with partners and multi-disciplinary workers where it can benefit young refugees and/or the Hummingbird organisation.

Outreach work

- Take a proactive approach to reaching young refugees in our community who might not otherwise access our services, by reaching out to partners and building a strong profile in the relevant communities.

Records and administration



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- Ensure up-to-date casework notes are maintained.
- Gather and report on monitoring information as required by the organisation and our funders. Contribute to developing reports for external use.
- Contribute to the development of evaluation processes and support the service delivery team in gathering necessary information and data.

Maintain and develop quality services

- Contribute to the quality standards of the organisation and services by initiating and supporting the development of policies and procedures which support and develop best practice.
- Contribute to the overall good management of the organisation including attending management meetings and reporting to Trustees as required.

Working externally

- Develop and maintain networks and collaborative working relationships with existing and potential partnership organisations.
- Use opportunities that arise for raising awareness of the needs of young refugees and the role of the Hummingbird Refugee Project.

Self-development

- Participate in your own regular supervision and in other opportunities for personal development and attend team meetings and training as required.

Other

- Engage with and support Hummingbird volunteers, recognising the distinct contribution they make to the organisation.
- Work with and adhere to all organisational policies and procedures including but not limited to Health and Safety, Lone Working, Child Protection and Safeguarding.

Person Specification



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A sound knowledge of the refugee casework, immigration processes, child protection and safeguarding are needed together with a supportive and empathetic approach to managing staff involved in emotionally challenging work.

About you!	Essential/Desirable	Method of assessment
<p>Have a passion for Hummingbird's mission and work.</p> <p>Lived experience is always incredibly valuable.</p>	Essential	Letter/ interview
<p>At least 2 years' management experience in a voluntary sector or health or social care organisation</p>	Essential	Letter/ interview
<p>Sound financial awareness, including experience of managing and controlling budgets/resources/funding understanding of financial management procedures</p>	Essential	Letter/ interview
<p>Experience of working with refugee, asylum seeking and unaccompanied young people in the UK and/or in Europe</p>	Essential	Letter/ interview
<p>Experience of delivering casework/advice and/or advocacy support to vulnerable young people</p>	Essential	Letter / interview



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Working knowledge of UK asylum / immigration legislation	Essential	Letter /interview
Awareness of the impact of trauma and a commitment to providing a trauma-informed service	Essential	Letter /interview
Knowledge of casework management, confidentiality, and data protection procedures	Essential	Letter /interview
Knowledge of key services including statutory and non-statutory	Essential	Letter /interview
Experience of dealing with safeguarding and child protection matters	Essential	Application / interview
Experience of writing funding applications or community fundraising	Desirable	Letter/ interview
Experience of, or relevant training in anti-oppressive / anti-discriminatory working practices	Desirable	Letter/ interview
up to date knowledge of policy and legislation affecting refugee and asylum seeking	Desirable	Letter /interview
Experience of work within	Desirable	Letter /interview



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mental health or wellbeing services		
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Special Conditions

The post is subject to a satisfactory criminal records disclosure from the Disclosure and Barring Service (DBS).

The post requires the ability to travel for meetings with young people and other organisations, particularly in Brighton and Hove with occasional travel across East and West Sussex or more widely in the UK. All travel expenses will be reimbursed.