

JOB DESCRIPTION

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Post:	Head of Client Services
Responsible to:	CEO
Line Management of:	Up to 7 members of staff / overseeing Team of up to 20
Hours:	Full time – 37.5 hours per week
Remuneration	FTE £45,000 per annum
Location:	East Oxford
Holiday:	25 days plus bank holidays plus 3 days for Christmas Close
<p>Refugee Resource provides psychological, social and practical support for refugees, asylum seekers and vulnerable migrants to help them heal from trauma and suffering and to build new lives as part of Oxfordshire's diverse community.</p>	
Mission & Values	<p>Our Mission To build meaningful lives as part of the wider community for refugees, asylum seekers and vulnerable migrants.</p> <p>Our Aim To relieve distress, improve well-being and facilitate the integration of refugees, asylum seekers and vulnerable migrants in Oxfordshire by providing psychological, social and practical support.</p>
Purpose of Post	
<p>This post holder will be responsible for the operational delivery of the Refugee Resource's (RR) programme to include therapeutic counselling and social inclusion. They will manage and lead the service areas to ensure the services are delivered to a high standard according to RR's ethos and in accordance with policy and procedure, whilst also identifying and responding effectively to new service delivery opportunities.</p>	
Key Responsibilities	
Leadership & Management	
<ol style="list-style-type: none"> Lead with Impact: Provide strategic and operational leadership to ensure the delivery of high-quality, client-centred services. Uphold RR's policies, legislation, and best practices in a safe, effective, and caring environment. This includes adherence to HR, financial, data protection, and health & safety protocols. Empower and Champion: Lead the Client Services team, fostering accountability for service delivery and adherence to organisational standards, behaviours, and values. Motivate your team by modelling positive behaviours. Manage with Expertise: Effectively manage high-level risks, including reputational and safeguarding concerns. Ensure all clients receive a welcoming and responsive service, tailored to their needs and RR's remit. To include complex case decisions. Collaborate for Success: Work closely with other staff to ensure a collaborative and integrated approach. Stay abreast of current trends in professional practice, legislation, and government guidance. Represent and Advocate: Represent the CEO and organisation at meetings, championing the organisation's mission. Participate in strategic initiatives and drive change management programs. Actively seek feedback from service users to continuously improve service quality. Promote Diversity and Inclusion: Champion and exemplify the Diversity and Equal Opportunities Policy. 	
Service Delivery	
<ol style="list-style-type: none"> Deliver Impact: Ensure the effective delivery of existing client-facing services, meeting the needs and hearing the voices of refugees and asylum seekers. Drive Innovation: Implement new initiatives aligned with business growth and sustainability goals. 	

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3. **Focus on Value:** Achieve value for money while ensuring service development and delivery are driven by the needs of refugees and asylum seekers.
4. **Empower Your Team:** Manage staff, budgets, and resources creatively to optimise service delivery.
5. **Set Clear Goals:** Set performance targets and standards, monitoring individual and team performance.

Budget & Staff Management

1. **Financial Acumen:** Oversee budget authorisation under agreed cost centre, monitoring, adhering to RR's financial processes.
2. **Maximise Efficiency:** Drive continuous improvement by identifying cost savings and maximising benefits.
3. **Invest in People:** Support your team with financial management guidance and support.
4. **Develop Your Team:** Foster staff development, training and career progression to build effective teams.

Marketing: Maximise service use to an increasing number of clients

1. **Promote Effectively:** Positively represent RR and its services to external audiences, including funders and partners.
2. **Raise Awareness:** Champion RR's public profile and advocate for the issues facing refugees and asylum seekers.
3. **Secure Resources:** Deliver presentations/training to raise awareness and secure funding for RR's goals.

Safeguarding

1. To act as Safeguarding Lead: Support staff with client safeguarding issues.
2. **Protect Vulnerable Clients:** Ensure staff adhere to safeguarding procedures, collaborating with safeguarding bodies to protect clients and the community.
3. **Implement Safe Practices:** Lead the implementation of safeguarding policies and procedures, managing staff through the process.

Miscellaneous

1. **Continuous Development:** Continuously develop your knowledge and professional skills.
2. **Subject Matter Expertise:** Maintain a strong understanding of issues affecting refugees and asylum seekers, including mental health concerns.
3. **Adaptability:** Be prepared to undertake additional duties commensurate with the role.

What we will do to support this role

We will provide the following resources to assist in the successful achievement of the responsibilities outlined above:

- On-going and targeted learning and development that will support and enable you to deliver the role to a high standard
- A full induction

Review Arrangements

This job description reflects the content of the job at the date it was prepared. However, it is inevitable that over time, the nature of the job may change. Existing duties may no longer be required, and other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Where required, Refugee Resource reserves the right to amend this job description as necessary, to reflect any changes to the job.

Refugee Resource is an equal opportunities employer and is committed to promoting equality and social inclusion.