



Job Title: Housing and Move-on Manager

Reporting to: Deputy Director

Salary: £35,000 - £45,000

Any of us could be refugees, in different circumstances.

Refugees at Home connects people with a spare room to refugees and asylum seekers in need of somewhere to stay.

We don't think people who come to the UK for sanctuary should end up on the streets. Our vision is for every refugee and every person seeking asylum to have a safe place to stay.

Refugees at Home was set up by a group of friends in 2016 in response to the Syrian refugee crisis. Since then, it has grown to become the UK's largest independent hosting charity, finding rooms for over 5000 guests from 75 different countries.

Refugees and people seeking asylum are fleeing war or persecution in their own countries. But many who come to the UK in search of safety find themselves facing homelessness and destitution. They may be without statutory support for long periods or need some additional help to build new lives.

We recruit and support volunteer hosts who are willing to offer a temporary home and a helping hand. Our role is to carefully match each guest and host, to assess and prepare them ready for hosting, to advise on hosting arrangements and accommodation, and to provide ongoing support to hosts throughout each stay.

Job Description

Reporting to: Deputy Director

This is a senior, and brand-new role to Refugees at Home. We're looking for someone with demonstrable experience of helping people find permanent accommodation to come into our team to assist our guests directly and upskill colleagues across the organisation to assist our guests to move on from hosting.

We have ambitious plans to increase the number of guests we host, but this is only going to be possible if we provide ways in which guests can move on from their temporary hosting placements. With increasing numbers of housing providers and advice services



being overwhelmed, we plan to develop our own support for our guests who self-refer into Refugees at Home.

The new Housing and Move-on Manager will be able to fully shape the service we offer, working closely with our Placement Team Manager to understand the needs and challenges of our guests. You'll be working with Placement Coordinators to help them understand and create realistic move on plans for our guests.

You will be building excellent relationships with housing and hostel accommodation providers across the UK to find new ways of finding ongoing accommodation for our guests. You'll use your knowledge and experience of statutory housing duties to ensure those we host who are entitled to support receive it. You'll be working with guests and our Placement team to upskill them on avenues to privately renting accommodation.

This is likely to be a role which changes over time, so we are looking for someone ready for this, bringing innovative solutions so that we can ensure that hosting remains a temporary stop gap for refugees.

Our work is underpinned by trauma-informed working, and you will be continuing this through your work with guests.

All candidates must share a commitment to the mission and values of Refugees at Home.

Responsibilities

Working with guests

- Build a relationship with hosted guests to help them progress their move on options, by phone and email
- Advising hosted guests of their rights to statutory or privately rented accommodation
- Working with guests to apply to housing providers
- Developing advice and resources to support hosted guests out of hosting
- Signposting to other sources of support for guests
- Ensuring Placement Coordinators for each guest are fully informed of interactions and plans

Mentoring/Coaching

- Upskilling Placement team members on managing move on plans
- Sharing expertise on housing options across the UK



- Equipping R@H team members with the information needed to explain move on options to hosts and guests and assisting with setting expectations of guests

Relationship Management

- Establishing new relationships with housing providers
- Making referrals to housing providers
- Working closely alongside the senior management team to ensure move on options can support other streams of work

Reporting and evaluation

- Keeping excellent records of how guests have been supported and their outcomes
- Mapping trends to predict need and where our work should be prioritised and developed
- Contributing to fundraising reports, bids, and management reports

Essential Criteria:

- Demonstrable experience of assisting people to find housing
- Excellent understanding of statutory housing in England, Northern Ireland, Scotland and Wales
- Experience of making referrals to other services
- Experience of building and maintaining relationships with other organisations
- Demonstrable experience of providing advice and information to individuals
- Great understanding of access to private rental accommodation in the UK

Desirable Criteria:

- Experience of training and mentoring staff members
- Experience of creating resources and training materials

About working at Refugees at Home:

We aim to be a great employer and provide a supportive place to work. We provide regular training opportunities for our team and in addition we offer:

- 25 days holiday per year (increasing to 28 days per year for multiple years of service)
- Interest free season ticket loan scheme
- Free eye tests and annual flu-jabs
- Cycle to work scheme.
- Access to a confidential Employee Assistance Programme



- Opportunities for training, development, and networking