



## Housing Manager London

Full time, 35 hours per week

Location: London with some travel across the UK

Salary: £31,500-£36,000 depending on experience, including London weighting

Start date: as soon as possible

There are about 2,000 LGBTQI people claiming asylum in the UK every year because of their sexuality, gender identity or intersex status. When they come to the UK they are still not safe. They are often abused in refugee accommodation by other refugees who come from the same or similar countries to the one they are escaping; they become homeless and depressed; and they are rejected by their ethnic community and live in poverty. Our work also shows a dramatic need for employability and moving on support. When LGBTQI asylum seekers are granted refugee status, they are often given only 28 to 42 days to find new accommodation and a job. This is not enough to prepare for a new life in a new country. This is a critical point for many refugees: without the right support they are at risk of homelessness, exploitation and depression.

The job involves managing up to 16 safe houses in London and the South East and visiting them weekly, managing complex-needs cases, meeting with LGBTQI asylum seekers on a regular basis to establish their suitability to access Micro Rainbow's programmes. It also involves supporting them while they live in Micro Rainbow's safe houses and to move on from our safe houses into permanent accommodation.

The ideal candidate is someone who is passionate about equality and has the ability to connect and empathise with vulnerable people whilst maintaining strict professional boundaries.

Micro Rainbow will provide training and on-going support.

## Tasks and responsibilities

- Managing up to 16 safe houses in London and the South East. This includes:
  - Case work with LGBTQI asylum seekers in the safe houses
  - Managing move-ins and move outs together with our partners
  - Holding monthly house meetings for each safe house
  - Reporting and arranging contractors for repairs
  - Ensuring electric, gas and other certificates are up to date
  - Coordinating with other housing managers
- Referring residents to social inclusion and moving on events
- Managing a small team of regional outreach officers and/or volunteers if applicable
- Supporting the Micro Rainbow team as required
- Ensuring the Case Management System is up to date
- Maintaining existing networks and forging new relationships within the sector in liaison with the line manager
- For a number of cases that is compatible with the number of safe houses, manage a case load:
  - Replying to new enquiries by email, speaking to LGBTQI asylum seekers on the phone, casework
  - Making referrals to other organisations and partners for counselling, housing, and other support
  - Undertaking risk assessments and liaising with other support services, immigration lawyers and referrers
- Managing safeguarding issues in the area in liaison with the Senior Outreach and Moving On Officer and other team members.
- Any other task that will improve the efficiency and effectiveness of Micro Rainbow's operations and impact.

## Person Specification

### Essential:

- Based in London with a willingness to travel to the safe houses in London and the South East weekly
- 2 years' experience in the housing/homelessness sector
- Ability to work independently as well as in a small team
- Ability to show empathy and connect with vulnerable people
- Outgoing, personable
- Fluent in written and spoken English
- Demonstrable commitment to LGBTQI equality
- Excellent IT skills (internet, Outlook, MS Office package)
- Willingness to undertake DBS and CTC check

- Knowledge of refugee and LGBTQI issues

Desirable:

- Driving licence and access to a car
- University degree
- Experience in working in the refugee and/or LGBTQI sector