



Dear applicant,

**RE:** Youth Service Manager (Maternity Cover)

**Closing date:** Midday Monday 23rd September 2024

**Interview date:** w/c Monday 30th September 2024

**Start date:** Monday 6th January 2025

**To apply: *submit cover letter and CV via Breathe***

**If you would like to have a chat about this role ahead of applying please email our Youth Services Manager, Amira on [amira@hummingbirdproject.org.uk](mailto:amira@hummingbirdproject.org.uk), to arrange an informal phone call.**

Are you outraged by the way you see refugees treated in the UK? Are you looking for a team that puts its values and beliefs at the centre of all its work? Are you looking for a team that has anti-oppressive, reflective and wellbeing practices to enhance their commitment for social change?

If you answered yes to all of these, then joining the Hummingbird Refugee Project could be for you!

We are a 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 worked together with the people in the Jungle to provide medical assistance, tea kitchens, dedicated safe spaces for unaccompanied young people alongside raising awareness of the harsh reality that was imposed on refugees by the UK and French Governments. The 'Jungle' was demolished in 2016, and since then we have been working with and alongside young people from a refugee background here in the UK.

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

We are proud to have built our services in response to ideas from young people in order to address their most urgent needs around friendship, education, casework



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and advocacy. Together, we aim to raise awareness around the rights of young refugees and to promote collective action, which we believe is necessary to end the hostile environment and 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. If that sounds like you- we welcome your application!

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

Please see [here](#) for more information on young people's campaign work.

Kindest Regards,

Elaine Ortiz - Founder and Director of the Hummingbird Project





## **Our Services:**

Our Hummingbird Office is based in Brighton, but we work with young people across Sussex and campaign nationally.

**Global Social Club:** Each week, members have fun, celebrate diversity, build friendships and share culture and creativity. It's a safe and supportive environment where, alongside the activities, specialist support and advice is available. We have welcomed over 250 young people since we started, and have been recognised as the UK's first Youth Club of Sanctuary.

**Learning Space:** A dedicated space facilitated 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 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 self development, 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 the UK Parliament, selected by John Bercow (then Speaker of the House) at the Houses of Parliament.



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## Job Description

### Youth Service Manager - Young Refugees

<b>Hours:</b>	30 hours per week (4 days)
<b>Salary:</b>	£38587.50 pro-rata
<b>Contract:</b>	Maternity Cover (9 - 12 months TBC)
<b>Start Date:</b>	Monday 6th January 2025
<b>Reports to:</b>	Founder - Director
<b>Responsible for:</b>	Young Leaders Lead, Young Leaders Engagement and Support Worker, Global Social Club Lead, Education and Be Well, Be Heard Team Leader
Lead	
<b>Location:</b>	Based at the Hummingbird Office, BMECP Centre, Brighton.
<b>Annual leave:</b>	28 days plus bank holidays (pro-rata) Wellbeing week (1 week full service closure). You can read more about Hummingbird's Culture of Wellbeing <a href="#">here</a> . Christmas break

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.



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### **Main purpose of the role:**

The Youth Service Manager will play a key role in ensuring services are delivered to a high standard and that the 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 our high-quality services through regular supervision and coaching of project leads, as well as contributing to developing new services and monitoring and evaluating activities.

### **Key responsibilities:**

#### **Providing expertise and support**

- Provide regular, 1-1's for service leads and support their personal development through regular contact, appraisal and learning opportunities.
- Organise and chair fortnightly team meetings.
- Organise quarterly team reflective practice with our specialist external facilitator.
- Being on safeguarding duty 1 evening per week in support of our youth services.
- 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 the team 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.



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### **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**

- 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 the implementation 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.
- Support the team in developing anti-oppressive practices by ensuring that they have access to training, discussions, reflective practice and resources.

### **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 and Self Care**

- Uphold Hummingbird's culture of wellbeing and development by attending supervision sessions and 1:1s.
- Undertake training and self-development to develop skills and ensure an accurate knowledge and understanding of the issues facing, and policies affecting, refugee, asylum-seeking and recently arrived young



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people.

- Take part in ongoing anti-oppressive training and development, including supporting the ongoing anti-racism working group.

### Other

- Recruit, 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, Behaviour Code, Lone Working, Child Protection and Safeguarding.

## Person Specification

A sound knowledge of the needs and vulnerabilities of young people from refugee backgrounds, the asylum and immigration process, child protection and safeguarding are needed for this role, together with a supportive and empathetic approach to managing staff involved in emotionally challenging work.

About you!	Essential/Desirable	Method of assessment
Have a passion for Hummingbird's mission and youth centred work.	<b>Essential</b>	<b>Letter/ interview</b>
Lived experience that relates to the young people such as racism, or going through the asylum process.	<b>Desirable</b>	<b>Letter/ interview</b>
At least 2 years' management experience in a voluntary sector or health or social care	<b>Essential</b>	<b>Letter/ interview</b>



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organisation in the UK		
Experience of managing and controlling budgets/resources/funding understanding of financial management procedures	<b>Desirable</b>	<b>Letter/ interview</b>
Experience of working with refugee, asylum-seeking and unaccompanied young people in the UK.	<b>Essential</b>	<b>Letter/ interview</b>
Experience of delivering casework/advice and/or advocacy support to vulnerable young people	<b>Desirable</b>	<b>Letter / interview</b>
Awareness of the impact of trauma, and a commitment to providing a trauma-informed service	<b>Essential</b>	<b>Letter /interview</b>
Knowledge of casework management, confidentiality, and data protection procedures	<b>Essential</b>	<b>Letter /interview</b>
Knowledge of key services including statutory and non-statutory.  *We are particularly interested in hearing if you have knowledge in homelessness	<b>Essential</b>	<b>Letter /interview</b>





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prevention, and the social care system		
Experience of dealing with safeguarding and child protection matters	<b>Essential</b>	<b>Application / interview</b>
Experience of, or relevant training in anti-oppressive / anti-discriminatory working practices	<b>Desirable</b>	<b>Letter/ interview</b>
Up to date knowledge of policy and legislation affecting refugee and asylum seeking young people, or a willingness to learn	<b>Essential</b>	<b>Letter /interview</b>
Experience of using participatory practices and methods to engage.	<b>Desirable</b>	<b>Letter /interview</b>

### Special Conditions

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

We will only consider those who have the right to work in the UK for the interview stage and for the position.

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.