



ASSIST Sheffield Client Support Manager Person Specification

Below are 4 tables outlining the Experience, Personal Qualities, Skills and Knowledge that are either essential or desirable for applicants to have.

Experience	Essential	Desirable
Managing or delivering advocacy and support services for people seeking asylum or other people with no recourse to public funds and insecure immigration status	x	
Experience in leading staff, volunteers and teams, who have a wide range and diversity of experience, in sustainable, inspiring and effective ways, supporting people to grow in their roles	x	
Monitoring and Evaluation: experience of developing and maintaining M&E systems and the ability to write impactful reports on the work of your team	x	
Involving service users in the design, delivery or evaluation of services: centering experts by experience voice in meaningful and effective ways		x
Lived experience of the asylum system or forced migration		x
Lived experience of global majority communities and networks		x

Personal Qualities	Essential	Desirable
Relationship-building: able to connect with individuals and build relationships well. Works well with diverse or marginalised populations. Can establish rapport and trust quickly	x	

<p>Commitment to social justice & racial equity: recognises role of race, gender, and other identities in shaping inequalities and is driven to improve conditions, and proactively learns regarding race, equity and inclusion</p>	x	
<p>Commitment to well-being of clients: You centre and see the resilience of our clients and work from a place of respect and solidarity, not saviourism. You ascribe to client-led casework principles</p>	x	
<p>Adaptability and Solutions Focused outlook: able to survey situations, spot gaps, receive feedback from all levels and able to find creative solutions and ways through challenges. You approach work with a spirit of yes and adapt to things as they change which they often do</p>	x	
<p>Desire to create healthy working cultures: committed to working and leading in ways which bring people together, uplifting the strengths of individuals and contributing to ways of sharing power</p>	x	
<p>Attentive, empathetic leadership: As our first point of contact for multiple volunteer teams and staff you make sure every single person feels welcome and has a role to play. You empathise with the communities we serve and put people at ease, especially when there are lines of difference or power. You listen to understand people's needs and take steps based on that input</p>	x	

Skills	Essential	Desirable
<p>Excellent communication skills: Confident, accurate and sensitive both orally and in writing with both individuals and organisations at different levels</p>	x	
<p>Strategic thinking: Able to spot opportunities and think of smart ways to move ASSIST's work forward</p>	x	
<p>Facilitation & Training skills: Has experience in designing and delivering training and facilitating meetings</p>	x	

Information Gathering: Able to monitor trends and be fluent in asylum and immigration policy and related issues	x	
Collaborative Leadership: Able to lead and work in an empowering and participatory style, you consult and include and are also able to get things moving without too much guidance and know how to work in a team	x	
Organisation: Ability to manage a wide-ranging workload, using transparent time and workload management skills	x	
Reflection: Ability to reflect on relationships, projects and systems and work out how to apply this understanding for the individual and collective/organisation benefit	x	
Calm when under pressure: Ability to act compassionately and effectively in urgent situations	x	
Initiative: Proven ability to take initiative, make recommendations and innovate when considering service delivery or strategic direction	x	
Good IT: Database, spreadsheet, word processing and web literacy	x	
Social Media Skills: website, socials, design skills		x

Knowledge	Essential	Desirable
Knowledge and understanding of the experiences of people seeking asylum	x	
Understanding and knowledge of safeguarding risks and appropriate responses and processes that centre the autonomy and resilience of the individuals	x	
Knowledge of the risk of stress, burnout and vicarious trauma in the Migrant Justice sector	x	
Knowledge of one or more community languages, including Kurdish Sorani, Arabic, Farsi, Oromo, Amharic		x