



**Refugees Welcome North Somerset**  
**Support Manager - Transitions and Tenancy**  
**Role Description**

**OUR ORGANISATION**

A registered charity, our long-term goal is that people who are asylum seekers or refugees are welcome in North Somerset; they feel safe and are thriving.

Our work is guided by our values:

**Dignity, Respect and Compassion** – We provide places of safety, and we work to make them truly inclusive, recognising our diversity and celebrating our community.

**Innovation & Bold Action** – We tackle challenges with creativity and courage, engaging with partners and finding collaborative solutions that empower those seeking sanctuary.

**Team Appreciation & Investment** – We value our staff and volunteers, recognising their contributions and prioritising their well-being

**JOB PURPOSE**

This role provides trauma-informed support to individuals transitioning from asylum seeker to refugee status, with a focus on homelessness prevention, tenancy setup, and sustaining accommodation. You'll engage asylum seekers early in their journey, helping them understand their rights, explore future pathways, and navigate both negative and positive asylum outcomes with dignity.

**WHAT YOUR DAY MIGHT LOOK LIKE (though no two are quite the same)**

The role involves supporting those facing homelessness and destitution and is therefore a front-line delivery position assessing need and risk, with casework responsibilities.

**Morning: Starting with Purpose**

You begin by logging into emails and WhatsApp to check for urgent updates from service users, landlords, and partners. You prioritise communications and flag any emerging risks. You review your caseload and plan the day ahead, noting tenancy milestones, move-out dates, and support needs.

**Mid-Morning: Opening the Hub**

You arrive at the hub for the day, checking in with staff for updates on risk and issues. You set up your work area with colleagues and volunteers. You lead the team briefing, sharing scheduled appointments and anticipated drop-ins. You update the team on known move on dates and any safeguarding concerns.

**Late Morning: Casework in Action**



You meet with a young man recently granted refugee status. Together, you begin the process of looking for work, you remind him of his rights and responsibilities. You agree a personal plan and allocate actions, encouraging him to take ownership of his next steps. You record notes in the case management system and scan key documents.

### **Lunchtime:**

You recognise the importance of self care, and you take a lunch break away from the busy hub.

### **Early Afternoon: Planning for a new tenancy**

You hold a session with a woman with two small children preparing to move out of asylum accommodation. Together, you review her personal plan, you make a list of essential items needed and discuss options for sourcing these on a budget and confirm the plan for move-out day.

### **Mid-Afternoon: Capacity Building**

You work with volunteers to co-design a workshop on “Being a Good Neighbour” exploring cultural norms and expectations. You shape the session to be inclusive and trauma-informed.

### **Late Afternoon: Strengthening the Housing Offer**

You reach out to housing partners and private landlords to explore new accommodation options. You update your housing tracker and flag any gaps in provision. You reflect on how to improve the offer—what’s working, what’s missing, and where focus is needed.

### **End of Day: Reflecting and Recharging**

You pause to reflect: What progress was made today? What felt heavy? You update case notes, log safeguarding concerns, and check the diary for tomorrow.

You will also have time for training and team meetings, amongst your casework responsibilities

## **Service Design & Strategic Development**

- Lead on the development of RWNS’s transition and tenancy support offer, ensuring alignment with the charity’s strategic aims and trauma-informed practice.
- Identify gaps in provision and propose responsive projects to meet emerging needs.
- Collaborate with colleagues and partners to shape best practice around refugee move-on.

## **Partnerships & External Engagement**

- Maintain up-to-date knowledge of housing, welfare, and asylum support pathways.
- Liaise with local authorities, landlords, and partner agencies to secure housing solutions and onward support.
- Represent RWNS at sector meetings and contribute to joint initiatives.

## **Team Coordination & Support**



- Coordinate tasks with colleagues and volunteers to deliver effective move on preparations and tenancy support.
- Provide training and guidance on housing processes, safeguarding, and trauma-informed approaches.
- Line-manage staff and volunteers within your remit, fostering a culture of care and accountability.

### **Operational Delivery**

- Provide casework support to individuals moving from asylum accommodation, including those with complex needs.
- Support service users to understand their rights, responsibilities, and housing options.
- Facilitate tenancy set-up, including Universal Credit claims, bank accounts, and utilities.
- Oversee the Welcome Homes Project, including furniture coordination and move-in logistics.
- Maintain accurate records, manage sensitive documents, and contribute to funder reporting.
- Prepare handovers and support plans for ongoing case management.
  
- Follow the charity's safeguarding policies as required.
- Perform any reasonable duties as required by the Chief Executive to ensure smooth charity operations.

## **EXPERIENCE, SKILLS, KNOWLEDGE, ATTRIBUTES**

### **Experience**

#### Essential:

- Working as a team
- Front-line casework delivery

#### Desirable:

- Working with statutory bodies and local authorities
- Working with housing providers and landlords
- Staff supervision
- Working with volunteers

### **Key Skills**

#### Essential:

- Good communication with a range of people including clients, volunteers' stakeholders and donors.
- Able to communicate with those whose first language is not English, using translation services where needed



- Strong organisational and time management skills
- Personable and able to quickly build rapport with people, including those with complex needs and those dealing with the impact of trauma.
- Flexible and pragmatic approach to problem solving
- Full UK driving licence and access to a vehicle
- Ability to work independently and unsupervised
- Fully IT literate and able to lead on digital initiatives

Desirable:

- Speaking languages other than English

### **Knowledge**

Essential:

- Housing and Homeless legislation
- Pathways to accommodation in North Somerset

Desirable:

- Asylum and Refugee issues including knowledge of procedures and regulations
- Trauma informed approaches

### **Personal attributes**

Essential

- Values align with the aims of Refugees Welcome North Somerset
- Works with empathy, honesty and Integrity
- Ability to remain calm in a pressured work environment
- Passionate about advocating for the needs of asylum seekers and refugees

## **TERMS AND CONDITIONS OF EMPLOYMENT**

### **Hours of work and salary**

Full-time 37.5 hours per week

£28,000 per annum

Hybrid working, based in North Somerset

All new starters will begin at £28,000 (Point 1), with annual increments in line with the charity's pay policy

### **Pension**

Workplace pension scheme with auto-enrolment and opt-out option.

### **Annual Leave**



The annual leave entitlement for this full time role is **33 days, including bank holidays**

**Place of work**

We offer a flexible hybrid working arrangement, with a blend of home-based work and face-to-face delivery at our Welcome Hubs.

**Disclosure & Barring Service (DBS) check:**

Appointment subject to enhanced DBS check. A criminal record will not necessarily prevent appointment, but failure to disclose relevant information may result in withdrawal of offer.