



Welsh Refugee Council Job Description

Job Title:	My Way Home Project Lead
Report to:	Move on Manager
Salary	£26,000 per annum
Duration	Fixed Term contract until 31 March 2027
Hours	35 hours per week
Location:	Main base is the Cardiff office
Annual benefits pro rata:	- Enhanced maternity leave - 27 days annual leave (rising by 1 day per year to max of 30 days) - 8 bank holidays pa - Office closure for 2 days over festive period - 3 days paid leave for carers emergencies & 2 days paid volunteer leave - Up to 5 days paid study leave relevant to role. - 5% pension - Cash Back Health Care Plan - Counselling hotline & up to 6 free counselling sessions per year

We are the Welsh Refugee Council

We have been delivering urgent services to sanctuary seekers for more than 35 years. Founded by and for sanctuary seekers and refugees, we are the leading refugee organisation in Wales, supporting some of the most vulnerable people in society—individuals and families who have made long, dangerous journeys to escape war, persecution, torture, or violence.

Each year we help over 3,800 sanctuary seekers and refugees to build new futures through specialist advice, support, resettlement activities, and advocacy services. We support sanctuary seekers and refugees at the most critical points of their lives, and we empower them to have their voices heard.

Purpose of the post

This role will lead our contract with **Llamau** the lead organisation in a consortium of several partners working to end homelessness among 16-25-year-olds in Cardiff. The project, small but perfectly formed, is designed to support individuals in Cardiff who are sanctuary seekers or have recently been granted Leave to Remain, providing tailored, accurate, and accessible information and advice.

Major duties and responsibilities

- Offering specialist support for young sanctuary seekers and refugees aged 16 to 25, including those facing accommodation issues, mental health challenges, social isolation, and poverty.
- Providing move-on support, directly preventing homelessness through partnership with Cardiff Council departments, DWP, Job Centre, HMRC, educational institutions, and third-sector partners.

Project lead

- Collate and analyse monthly data, flagging any significant changes in client numbers with Llamau, and WRCs Move on manager, and Triage.
- Create engaging presentations and quarterly reports for presentation at subcontract meetings with Llamau. Log issues and risks daily to ensure quality assurance and service improvement.
- Involve service users in the processes of monitoring, evaluating, and developing the service by the means of feedback, consultation on individual basis or focus groups.

Client work

- To help in the completion of forms (such as welfare rights entitlements, applications, and housing registration forms).
- facilitate interpretation as necessary (either directly or by arranging interpretation through others who are competent, registered and able to meet agreed standards).
- provide accurate advice and information on the move on process and housing issues to service users. And assist refugees to access mainstream services once they leave their Home Office accommodation.
- provide refugees with information about mainstream service providers and agencies who might assist with long term support, and integration.
- maintain accurate client records on our Inform database.
- have excellent verbal and written skills- able to engage and ensure key points are communicated for maximum affect.

General

- actively putting forward ideas to grow and develop in your role, and taking part in supervision and appraisal, as agreed with line manager.

- attend any other meetings and briefings as required.

Behaviours

- be able to work under pressure, to tight deadlines, and able to adapt priorities.
- You are expected to abide by our policies and procedures, and to invest time in understanding them. This includes carrying out all duties in accordance with the principles of our Confidentiality Policy, Equalities, and Safeguarding policies and within agreed norms of impartiality and boundaries.
- Ensuring any safeguarding concerns are raised with the Safeguarding Leads and all information and action logged accurately.
- To role model a degree of flexibility as needed. The post holder may be required to perform work not specifically referred to above. Therefore, the post holder is required to be flexible and co-operative in carrying out other reasonable duties and responsibilities. On occasion, the post holder may be required to provide cover in one of the other Welsh Refugee Council offices: this may involve overnight stays away from home.

PERSON SPECIFICATION

When completing your application- please ensure you provide **examples** of how you meet the essential criteria listed below. You may also want to evidence or reference some of the desirable criteria.

Please note: Applicants that do not reference how they meet the essential criteria will not be invited to interview.

Quality	Essential Requirements	Desirable requirements
Education & Training	• Good standard of education (in the UK or overseas). • Knowledge of child protection and safeguarding issues and procedures	• Experience in the charity or non-profit sector.
Job Experience & Skills	Experience of leading • Confidence and experience of presenting analytical information to different audiences. • Confidence to lead meetings with Llamau, on behalf of WRC. Casework • Confidence and experience to negotiate with service providers on behalf of service users. • Experience of direct service in housing and welfare to vulnerable groups including refugees and asylum seekers. • Experience and understanding of the issues involved in the asylum and the move-on process. • Experience in signposting and referring service users to specialist agencies to meet their needs. • Demonstrable experience of legislation relating to sanctuary seekers and refugees, and the ability to up-date own knowledge on a regular basis. Communication • Excellent verbal and written communication skills, sufficient to provide advice in English, and to advocate and negotiate on behalf of clients.	• Lived experience of the asylum system and resettlement in the UK • Understanding of trauma-informed and person-centred approaches. • Able to speak a community language

	• Ability to absorb complex written and oral information, analysis information, write reports and case studies. Professional • Knowledge and understanding of equal opportunity and diverse issues. • An understanding of the principles of confidentiality and impartiality. IT Knowledge • Ability to be administratively self-sufficient, including working knowledge of MS packages and basic IT competence	
Personal behaviors	Values • A demonstrable commitment to equal opportunities, diversity, and human rights. • Evidence of high standards in work.	

Diversity, Equity, and Inclusion

We welcome and particularly encourage individuals who identify as LGBTQi+, differently abled, women from ethnic minorities, people from various economic backgrounds and people with lived experiences.

Our approach to interviews is:

- ✓ We will ask questions about you- to understand your strengths.
- ✓ Our interview questions will be based around the Job Description and Person Specification.
- ✓ We will test key skills that are mentioned in the Job Spec.
- ✓ You will score higher- if you give us **examples** and explain what you did.
- ✓ You will receive the interview questions 1 hour before the interview- to provide reflection time.

Disability Confident Scheme

We run a Disability Confident Scheme (DCS) for candidates with disabilities who meet the minimum selection criteria.

Disability Confident employers offer an interview to a fair and proportionate number of disabled applicants that **meet 75% of our essential criteria** set out in the job description. To be considered for an interview under DCS you must have:

- A physical or mental impairment which has a substantial and long term (over 12 months) adverse effect on your ability to carry out normal day to day activities; or a long-term health condition; and
- Demonstrated that you meet all the minimum qualifying criteria set out in the advertisement for the post at the application and testing stages.

How to apply:

Please download our application form and submit your completed application to recruitment@wrc.wales. Please put the name and location of the job role in the subject heading of your email.

Application deadline: 3 November, 9:00

Interviews are likely to take place on **10 November** at our Cardiff office