



Welsh Refugee Council Job Description & Person Specification

Job Title	Housing & Homelessness Impact Manager
Report to	Head of Governance and Impact
Salary	£34,650 per annum
Duration	Fixed term until end of March 2030
Hours	35 hours per week - normal office hours are 9am to 5pm but this role may involve some agreed out-of-hours' activity and occasional working away from the office.
Location	Minimum 2 days from our Cardiff Office pw. We have a blended approach with office and home working.
Annual benefits pro rata:	<ul style="list-style-type: none">✓ 27 days leave, increasing by 1 day per annum to a maximum of 30 days✓ Up to 2 days paid volunteering leave.✓ Up to 3 days paid carers leave.✓ Up to 5 days paid study leave related to role.✓ 5% pension.✓ Employee Assistance Programme: Health and wellbeing support.✓ Cash health plan

We are the Welsh Refugee Council

You will be joining us at an exciting time in our journey, helping us and the sector to support those who are forced to seek safety. With over 35 years' experience, we are trusted by the communities we serve and are seen as the lead organisation in Wales for sanctuary seekers and refugees.

You will work with amazing like-minded people- who strive to make a difference every day, and challenge hostile practices that limit people's potential.

We are an award-winning charity, check out our films by clicking [here](#) and [here](#). You'll be trusted to get creative and help us stand out.

You can read our latest work on [our website, news pages](#), and social media   

We love improving and we have committed to the following quality marks:



Purpose of the post

Welsh Refugee Council has been awarded funding to deliver a housing and homelessness project seeking to increase access to housing for refugees across Wales and to support those with No Recourse to Public Funds (NRPF) who are facing homelessness.

This role will hold the overall day to day operational responsibility for managing the project which aims to:

1. Increased sanctuary seeker awareness of routes to prevent homelessness and destitution, through crisis intervention and specialist support.
2. Increased sanctuary seeker access to direct, timely and tailored housing and homelessness advice.
3. Improved refugee confidence in addressing housing challenges, through being supported by mentors and peer networks.
4. Improved stakeholder knowledge of refugee challenges in accessing housing pathways.
5. Better informed decision-makers and officials leading housing and immigration policy, as a result of, Welsh Refugee Council's engagement, influence, and advocacy.

The ideal candidate will be:

- ✓ Someone who cares deeply about human rights and inclusion and wants a job that genuinely does good and changes lives.
- ✓ Able to work under pressure, to tight deadlines, and able to adapt priorities
- ✓ Able to build trust and influence with both people seeking sanctuary and senior political stakeholders in Wales.
- ✓ Have excellent verbal and written skills be able to engage, write reports and briefings, and ensure key points are communicated for maximum affect.
- ✓ Hold IAA Level 2 Immigration Advice Authority accreditation in Asylum and Protection, or be willing to complete the required training and pass the examination within six months of appointment.

In return, you'll receive a decent salary, and very generous annual leave allowance. You'll have opportunities to try out new ways of working and make changes to the way we work.

Major duties and responsibilities

1. Project management

- Leading a small team, you will oversee and advise on the day-to-day delivery of this project. You will ensure services are delivered to the highest quality and will work to improve systems, including structure, and training.
- Provide line management support including setting objectives and conducting performance reviews for all team members.
- Collect and monitor case data, demonstrating the scale of need and the effectiveness of interventions in reducing homelessness and destitution, among Refugees and migrants with NRPF.
- Oversee the collection, collation and submission of monitoring and evaluation reports to the Oak Foundation and SLT.
- Remain updated on relevant legislation, policy and practice and its impacts on people seeking sanctuary in Wales.
- Ensure referrals are made appropriately and work closely with other internal WRC projects to provide coordinated support.

2. Crisis intervention

- Support the Senior NRPF Caseworkers to provide in person 1-2-1 emergency casework and specialist advice for sanctuary seekers with NRPF, including immigration, welfare, and housing guidance to prevent destitution and homelessness.

3. Housing and homelessness advice

- Deliver bi-monthly tailored, language-appropriate and culturally relevant workshops in community settings in partnership with local community members.
- Build collaboration in the widening of dispersal areas, with local authorities, housing associations, private landlords and agents, to expand refugee access to housing opportunities across Wales.
- Ensure individuals can prepare well in advance of being granted refugee status and NOT just within the 42-day eviction period.

4. Mentoring and peer networks

- Support the peer mentoring network to guide refugees and strengthen their ability to resolve challenges independently.

- Collaboratively design and deliver a certified training course on tenant responsibilities and good neighbourly attitudes.
- Use insight from WRC's landlord survey to align training with landlord expectations, expanding rental opportunities for refugees.

5. Improving stakeholder knowledge

- Working with the Housing and Landlord caseworker increase partnerships with 10 local housing providers per year, to improve their understanding of refugee housing needs, introduce the good tenant certified training scheme, and the benefits of renting to refugees who have completed training.
- Develop 1 multilingual digital resource (toolkit), accessible to refugees, partners and stakeholders, providing up-to-date guidance on housing support and policy changes that may affect housing options.
- Design and deliver training to improve local authorities' knowledge of the barriers to housing pathways.

6. Policy & engagement

- Monitor policy changes in Local Authority housing allocation systems, Home Office White Paper and UK Government immigration reforms.
- Respond to relevant consultations and support the wider policy aims of the WRC.
- Share insights and key information about policy updates and changes that affect the sanctuary seeking community.
- Engage with housing and immigration policymakers, to inform and influence their work, ensuring the lived experiences of sanctuary seekers are represented.
- Respond to misinformation by sharing accurate and timely information across key platforms.

7. General

- Act as onsite Duty Manager for the Cardiff Office in line with Duty Manager Rota.
- To carry out all duties in accordance with the principles of the WRC's Confidentiality Policy and within agreed norms of impartiality and boundaries
- To carry out the job in accordance with the aims, core values and appropriate procedures of WRC
- To abide by and to work to WRC's Equal Opportunities Policy.

Flexibility

To deliver a service, a degree of flexibility is needed, and the post holder may be required to perform work not specifically referred to above. 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.

Equal opportunities

The Welsh Refugee Council is committed to equality of opportunity in recruitment, the workplace and service delivery. The post holder is expected to follow Welsh Refugee Council's Equal Opportunities Policy.

PERSON SPECIFICATION

When completing your application- please ensure you provide **examples** of how you meet the essential criteria listed below. Do not use sweeping statements such as 'I can take initiative', explain by way of examples what you did and how.

When writing your examples, candidates that follow the STAR method, describing the Situation, Task, Action, Result tend to score higher- see guidance here [The STAR method | National Careers Service](#)

Applicants that do not evidence the essential criteria will not be invited to interview.

Criteria	Essential	Desirable
Knowledge & experience	<ul style="list-style-type: none"> • Demonstrable experience of project planning, management and reporting. • Experience of developing and delivering training, workshops and resources. • Experience of developing and implementing a campaign, research project, or advocacy strategy to influence positive changes in policy. • Considerable experience of managing and developing stakeholder relationships and partnerships to address unmet need. • Knowledge and understanding of the asylum and refugee process in the UK. • An understanding of housing policy and legislation, within a Welsh context. • Knowledge of other relevant legislation, policy and practice and its impacts on people seeking sanctuary in Wales. 	<ul style="list-style-type: none"> • Experience of working with Sanctuary Seekers and Refugees • Experience of working in the housing sector • Knowledge of qualitative and quantitative research methods.
Skills & abilities	<ul style="list-style-type: none"> • Excellent verbal and written communication skills, with the ability to explain complex housing processes clearly. • Strong problem-solving and decision-making skills, particularly when addressing housing crises and immediate client needs 	<ul style="list-style-type: none"> • Ability to speak a community language and/or Welsh.

	<ul style="list-style-type: none"> Analytical and able to draw out answers and to provide a critical friend to improve practice 	
Behaviours	<ul style="list-style-type: none"> Demonstrates active listening and openness to clients' ideas, ensuring clients feel heard and understood Models inclusive behaviour by showing respect for cultural, linguistic, and religious diversity when interacting with staff, clients, and the community Balances competing needs and adapts to new challenges, showing flexibility in a dynamic environment Manages time efficiently, meets deadlines, and achieves goals, even when managing a high workload Shows resilience and professionalism when facing setbacks, managing stressful or emotionally challenging situations Takes initiative to improve service delivery and seeks opportunities to develop new skills 	

Diversity, Equity, and Inclusion

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

If you have lived experience as a refugee, we highly recommend you get in touch with our Education and Employability Team who will be able to schedule a phone call to discuss British style interviews employment@services.wrc.wales

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 you with 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.

Safer Recruitment

The Welsh Refugee Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. We follow robust safer recruitment practices, and all roles are subject to appropriate screening, including references and Disclosure and Barring Service (DBS) checks where applicable.

How to apply?

Please complete our Application Form. Please note CVs will not be accepted

Please submit your application to recruitment@wrc.wales

Please put the name of the job role in the subject heading of your email.

Application deadline: Monday 8 June 2026, 9:00. Applications received after this date, will not be accepted.

Invites for interview will be sent by email. **Interviews will likely be held on 18 & 19 June.**