

**Job Title:** Community Development Manager

**Reports to:** Director of Services

### **Overall Job Purpose**

To manage Scottish Refugee Council's work with communities to ensure that:

- refugee communities are strong, influential, have a voice, and have meaningful engagement with decision-makers.
- receiving communities are welcoming and informed, and refugees are welcomed into their communities.
- refugee-led and refugee-supporting organisations are sustained and effective organisations.

### **Key responsibilities**

#### Management

- Manage, motivate, train and develop staff and volunteers to ensure they have the information and skills to deliver quality work with communities.
- Provide guidance, support and performance management to staff and volunteers through regular contact, personal availability, team meetings, regular supervision and annual appraisal.
- To ensure good team cohesion and collaboration with other teams across Directorates to deliver Scottish Refugee Council's goals.
- To ensure quality of work meeting best practice of Community Development and Community Engagement standards.
- Ensure health and safety and promote well-being within the team in line with Scottish Refugee Council's policy and procedures.

#### Operational Management

- To develop and support opportunities for meaningful engagement between refugees, communities and decision makers in particular through Scotland's national strategy for refugee integration.
- To work with refugee led and refugee assisting groups across Scotland to identify needs and where possible provide support in response to those needs.
- To develop connections with local Community Development practitioners, key national Community Development agencies and the Scottish Government in order to inform and support practice development across Scotland.
- To support collaboration between other staff teams and external organisations with refugee-led and other community organisations.

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### Performance Monitoring and Reporting

- Manage and monitor delivery against specific agreements for funded projects.
- Work with Data Impact Officers to develop suitable monitoring and evaluation systems. to gather data needed for reporting and for demonstrating wider impact and support ongoing learning.
- Produce reports for funders collaborating with the funding and finance teams;
- Prepare and present reports to Senior Leadership Team.

### Development

- Use evidence-based approach to collaborate with relevant colleagues to support the development of future projects in line with Scottish Refugee Council's strategic Priorities.
- To participate in the strategic planning process and support the operational planning process.

### Other duties and responsibilities

- Ensure effective communication and consultation with staff and volunteers and maintain strong links with other teams.
- Support the implementation of Scottish Refugee Council's Refugee Involvement Policy across the organisation to ensure refugee participation and involvement at all levels.
- Develop skills and undertake responsibilities which fulfil the purpose of the role and support the success of the organisation.
- Ensure work is carried out in accordance with Scottish Refugee Council's values, equality aims, policies and procedures.
- Undertake any other appropriate duties as required.

Quality	Essential	Desirable
Education & Training	<ul style="list-style-type: none"> <li>• Qualification in Community Development or related field, or equivalent experience</li> <li>• A sound understanding of the principles and practice of community development</li> </ul>	
Job Experience & Skills	<ul style="list-style-type: none"> <li>• Demonstrable experience of working with communities</li> <li>• Excellent project management, organisational and planning skills</li> <li>• Experience of personnel management including supervision, appraisal and performance management</li> <li>• Strong written and verbal communication skills</li> <li>• IT skills – confident use of Microsoft Office, SharePoint.</li> <li>• Ability to produce reports to a high standard</li> <li>• Awareness of Health and Safety requirements at work</li> <li>• Experience of applying equal opportunities practices, with strong interpersonal skills and an awareness of cultural differences</li> <li>• Ability to network with staff and external partners at all levels</li> <li>• Knowledge and experience of managing financial resources</li> <li>• Ability to develop monitoring and evaluation systems.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrable experience of working within a multi-cultural team</li> <li>• Knowledge of issues affecting refugees</li> <li>• Experience of working with refugees in a community development setting</li> <li>• A proven track record of working in an anti-discriminatory way with marginalised groups</li> </ul>
Personal Qualities & Abilities	<ul style="list-style-type: none"> <li>• Ability to develop leadership and decision-making skills</li> <li>• Demonstrate understanding and support of Scottish Refugee Council aims and principles</li> <li>• Demonstrable empathy with asylum seekers and refugees and commitment to their rights</li> </ul>	

	<ul style="list-style-type: none"> <li>• Ability to work in high pressure situations in a rapidly changing environment and respond effectively by adjusting priorities, policies and procedures</li> <li>• Ability to work effectively with colleagues in across the organisation as well as on own initiative</li> <li>• Ability to implement and operate effective quality assurance systems within the team</li> <li>• Ability to respond positively to feedback and to modify performance if required</li> <li>• An understanding of confidentiality and impartiality</li> <li>• Think creatively and develop imaginative solutions to problems</li> <li>• Able to maintain professional boundaries</li> <li>• Ability to work flexible hours as required, to travel, and to spend occasional nights away from home</li> <li>• Demonstrate a sound understanding of equal opportunities</li> </ul>	
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