**Job Description: Drop-In Centre Manager**

**Location**: Belfast, Northern Ireland

**Employer**: HAPANI (Horn of Africa People's Aid Northern Ireland)

**Position**: Full-time (35 hours per week)

**Salary**: £26,000 annually

**Reports to**: Executive Director

**Overview**

HAPANI is seeking a dedicated and compassionate Drop-In Centre Manager to oversee the

daily operations of our community centre, providing essential support services for refugees,

asylum seekers, and newcomers in Belfast. The Drop-In Centre serves as a vital resource for

individuals needing assistance with housing, benefits applications, immigration advice, and

integration into local society. The manager will play a pivotal role in ensuring the effective

delivery of services, supporting vulnerable populations as they build new lives in Northern

Ireland.

**Key Responsibilities**

1. **Centre Management**

○ Oversee day-to-day operations of the Drop-In Centre, ensuring it is a welcoming

and supportive environment for all users.

○ Maintain a well-organised, safe, and accessible facility that meets the needs of

the community.

2. **Client Support and Casework**

○ Provide one-on-one assistance to refugees, asylum seekers, and newcomers

with services including housing applications, benefits registration, and accessing

legal and immigration advice.

○ Support clients in accessing the Homework Club and connecting youth to

community engagement activities.

○ Act as a liaison between clients and external service providers, such as solicitors

and local authorities.

3. **Staff and Volunteer Coordination**

○ Manage and supervise a team of staff and volunteers to ensure effective service

delivery and client support.

○ Organise training and development opportunities for staff and volunteers to

enhance their skills and capacity to support clients.

4. **Community Outreach and Engagement**

○ Develop and maintain partnerships with local organisations, government

agencies, and other stakeholders to enhance service provision.

○ Promote the services of the Drop-In Centre to the refugee and newcomer

communities through outreach and engagement efforts.

○ Plan and coordinate community events and workshops to promote integration

and well-being.

5. **Monitoring and Reporting**

○ Collect and maintain accurate records of client interactions, services provided,

and outcomes achieved.

○ Prepare regular reports on the centre's activities and performance, including

monitoring key metrics such as the number of clients served, services delivered,

and progress on client outcomes.

○ Assist with grant reporting and contribute to the development of funding

applications.

6. **Advocacy and Policy**

○ Advocate on behalf of refugees and asylum seekers, raising awareness of their

needs and challenges.

○ Work with local policymakers and stakeholders to ensure that refugees and

asylum seekers have access to the services and support they need.

**Qualifications and Skills**

● **Essential**:

○ Experience working with vulnerable populations, especially refugees, asylum

seekers, or newcomers.

○ Strong understanding of the challenges facing refugees and asylum seekers in

Northern Ireland.

○ Excellent organisational and administrative skills, with the ability to manage

multiple tasks and priorities.

○ Strong communication and interpersonal skills, with the ability to build rapport

and trust with clients, staff, and stakeholders.

○ Ability to manage a team and coordinate volunteers.

○ Knowledge of local services, benefits systems, and immigration processes.

○ Proficiency in using digital systems for case management and reporting.

● **Desirable**:

○ Experience in community outreach and engagement.

○ Familiarity with mental health and well-being support services.

○ Multilingual skills (e.g., Somali, Arabic, or other languages spoken by refugee

communities) are a plus.

**Personal Attributes**

● Compassionate, empathetic, and patient.

● Culturally sensitive and able to work with people from diverse backgrounds.

● Highly organised and proactive, with strong problem-solving abilities.

● A strong advocate for social justice and equity.

**How to Apply**

Interested candidates should submit a CV and cover letter explaining their suitability for the role

to suleiman@hapani.org by 30th of November 2024. Only shortlisted candidates will be

contacted.

This is an excellent opportunity for a committed individual to make a significant impact in the

lives of refugees and asylum seekers, helping them overcome challenges and successfully

integrate into the Belfast community.