



Job Description - Host Support Lead

Objective

In this hands-on role, you will champion our vision to empower and support hosts and communities by ensuring clear, consistent, open communication with Hosts and guests and delivery of critical care where required. You'll manage an evolving team of Host Support Case Workers, listening, connecting and ensuring everyone has the resources they need to support our community of Hosts and Guests. Working closely with internal and external stakeholders, you'll manage the Host Support team's weekly caseload, ensuring collaboration, cross communication and the delivery of a swift response to issues arising before they catch fire. You'll ensure confidential biodata is accurately recorded and maintained, you'll know who's who and what's what when it comes to Hosts who need a hand, rematches in progress, complete or required.

Responsibilities

In this role you will:

- Manage the day to day role and output of the Host Support Case Work team, coaching, training and assisting them to support, manage and maintain hosts for our network
- Lead team to become a trusted resource for hosts so matchers can move on to next case
- Ensure team has the resources and training they need to carry out their roles; e.g. input into phone call scripts and messaging, volunteer training, and ad hoc requests
- Maintain key internal stakeholder relationships, collaboration and comms with; CEO, Head of Operations, Matching Lead and Host Comms Lead
- Attend leadership meetings and feed into any host reporting as required

Project Delivery & Planning

- Lead the implementation of the organisation's Rematching plan, with the Matching team
- Lead the implementation of the Host Breakdown & Crisis Support plan, managing key stakeholders and process
- Maximise Volunteer engagement in implementation and delivery
- Review and provide feedback to improve organisational processes and procedures, in collaboration with the CEO, Head of Operations and wider team

Active Host Support incl Complex Case Support

- Carry out reviews of placements and facilitate end of hosting period negotiations as requested
- Recruit, brief and train volunteers to ensure accurate and timely answers to queries and questions and lead proactive host check-ins
- Update staff and Volunteers on plans and activities, maintaining open and clear communication with Matching team in particular

Business Development & Insights

- Maintain and promote best practice around database management for Host Support data
- Analyse data from Host Support and Matching teams to make informed and proactive critical decisions for the organisation, with the Head of Operations and CEO

Relationships

Reporting to the Head of Operations, you'll build and nurture strong relationships with everyone across the organisation, from staff to volunteers, to hosts and external stakeholders. You will work closely with the Matchmaking Team and Host Comms Lead and provide regular reports to the Board.

Key Attributes:

- A self-starter, energised by a start-up environment, with a desire to make an impact in a humanitarian crisis. You roll up your sleeves and thrive working autonomously towards a solution, but also know when to ask for help.
- Practical, willing to jump in when
- Comfortable working in situations of volatility, uncertainty, complexity and ambiguity
- A proven team leader with excellent communication skills
- A qualified Case Worker with proven crisis management skills and experience
- Willing to listen, ask questions, speak up when think something needs to be said
- Proficient in technology especially Microsoft Excel & Google Workspace (Sheets)
- Can navigate the digital space and learn software and new skills quickly
- Must have attention to detail and take the utmost care with data.
- Fluent English essential
- Drivers' Licence and wheels

Desirable (but not required) extras

- Hosting experience
- Experience being part of a Start Up organisation

CONTRACT TYPE

- Full time, fixed term contract (6 months with scope to extend)
- €40-45,000 per annum
- Work from home and at shared offices in The Tara Building when required. Domestic travel will be required.

TO APPLY: Email your CV / resumé and cover letter telling us why you're the right person for this role to: Jill Robinson at jill@helpingirishhosts.com

Please use the email subject: *Job Application - Host Support Team Lead*

Closing Date for applications: Friday, March 24, 6.00pm

This role is part-funded by The One Foundation and The Community Foundation of Ireland

ABOUT HIH

Helping Irish Hosts (HIH) is a limited company formed by a group of hosts, working together with displaced and Irish based Ukrainians, to get people into Irish homes – quickly – to give them a soft landing, while avoiding Direct Provision and long term hotel / government accommodation stays.

We arose in direct response to the Ukraine crisis, to empower and support individuals and communities in Ireland to host Ukrainians in their homes, safely and sustainably. We've done an excellent job so far, with over 1,300 Ukrainians in more than 520 homes, a vibrant, trusted support network for hosts and presenting a strong voice in advocacy for hosts at all levels.

It takes years of expertise to develop a safe, rewarding hosting programme. We've only had 9 months! We are working in close partnership and collaboration with The Irish Red Cross, The Irish Refugee Council, Doras, Nasc and The Open Community, organisations who have led the way in refugee resettlement and what's called the "Community Sponsorship" model in Ireland for over 30 years. We are part of the Irish Ukraine NGO & Civil Society Response Group and we are deeply engaged with the Ukrainian community in Ireland.

We are funded by The One Foundation, The Sunflower Foundation and The Community Foundation and via our Service Level Agreement with the Irish Red Cross. We are supported by a wide variety of corporate and state partners. We are registered as a CLG (717469, April 13, 2022).

Our hosts are motivated by a desire to help people fleeing Ukraine and this is our focus. Our belief is that this response has the potential to transform Ireland's ongoing refugee response, to finally move away from Direct Provision towards a system Ireland can be proud of.

We are hosts, helping hosts. Together, we are playing our part in this historic, unprecedented, global emergency humanitarian response. We believe that this is the best way forward.

We are building a team to deliver on this commitment. We'd love to hear from you if you want to be part of it.