

Casework Coordinator

Job Level	2b	Kornferry Function	MHA12
Directorate	Refugee Support and Restoring Family Links	Function/Service	Refugee Support/Destitution, Asylum Support and Protection Service
Direct Reports	Volunteers	Indirect Reports	Nil

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness. You can read more about [Equity, Diversity & Inclusion \(EDI\) at the British Red Cross - RedRoom](#) here.

Purpose	As part of the Refugee Support and Restoring Family Links team, the Casework Coordinator will be responsible for the development, coordination, and delivery of high-quality support to asylum seekers, refugees and vulnerable migrants accessing legal advice and in Wales and will undertake a range of duties designed to develop, maintain, promote the service. The role will involve working alongside legal representatives, gathering evidence towards immigration applications, including leave to remain and other protection applications. The caseworker will work closely with other Refugee Services, external partners, and relevant stakeholders. The project is funded by the Justice Together Initiative until September 2028. The role will also involve working alongside other service coordinators to support in person and remote casework provision across Wales. The team work to ensure the needs of asylum seekers, refugees and vulnerable migrants are met and facilitate access to statutory and local support based on rights and entitlements, including: • Prompt responses, triage, referrals and signposting for incoming referrals and enquiries • Trauma informed, specialist casework assessments • Delivering person-centred, high-quality casework in line with good practice in key areas including: ○ The prevention and relief of destitution, where possible ○ Access to Asylum and other statutory support, including escalations and challenges where appropriate and necessary ○ Complex advice, casework and signposting for vulnerable migrants with precarious immigration status and complex needs ○ Protection advice, casework and signposting for survivors of gender based violence, human trafficking and modern day slavery ○ Advice, casework and signposting under our IAA accredited work and service remits.		
Budgetary responsibility/ accountability	None	Accountability for other resources	None
Key Responsibilities	1. Service delivery and development • Responsible for ensuring high quality, person centred and needs-led destitution, asylum and protection casework delivery, support planning and development within operational area. • Correspond, liaise and coordinate with legal partners to evidence gather for immigration applications within specified timeframes. • Deliver services to agreed standards, including IAA Code of Standards, and in line with relevant policies, procedures and good practice.		

- Provide destitution, asylum and protection advice and casework support to asylum seekers, refugees and other migrants at IAA Level 1 and legal challenges for public law.
- Ensure services are accessible, delivered and promoted in a gender and culturally sensitive way, in line with equality, diversity and inclusion guidance and safe practice.

2. Risk Management

- Casework risks are identified, managed and/or escalated as appropriate.
- Safeguarding concerns are identified and receive appropriate responses according to policies, procedures and good practice.
- Work collaboratively with the Service Manager and Operations Manager to ensure effective policy, procedure and guidance is in place within the service and that they are followed accordingly.
- Ensure rapid escalation and management of identified risks and health and safety issues.

3. Data management

- Robust record keeping, including case notes and casework progress using service tools.
- Ensure RS data management database (BRM) and other systems are maintained, data is recorded within the appropriate timescales, and that the data is used to help monitor and develop the services.
- Data is managed according to agreed standards, including IAA Code of Standards, GDPR and in line with relevant policies, procedures and good practice.
- Confidentiality and data protection is maintained in relation to all aspects of the service.
- Undertake monitoring and evaluation activities as required and ensure information is fed into structured evaluation, learning and advocacy processes

4. Volunteer Coordination and Management

- Provide robust volunteer recruitment, management and development in line with BRC policies and good practice, with reference to the Service Manager and Operations Manager.
- Ensures opportunities to volunteer or work within the service are accessible to a diverse community, reflecting the nature of our service users.
- Responsible to ensure that volunteers have access to the right training and are competent to deliver safe services at the expected standard.
- Ensure there are robust working practices and specialist support in place to ensure the wellbeing of all volunteers is maintained and enhanced.
- Ensure relevant policies, procedures and good practice are understood and adhered by volunteers to ensure a safe, effective and efficient environment and service delivery in line with agreed standards.

The responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.

Knowledge **Essential	• Qualified at IAA level 1 (asylum & protection and immigration) or working towards this** • Knowledge of the rights and entitlements of asylum seekers, refugees and vulnerable migrants and the roles of statutory and non-statutory agencies ** • Understanding of issues relating to asylum seekers, refugees and other vulnerable migrants** • Understanding of safe working practices when working with people with insecure immigration status ** • Ability to analyse complex information and make appropriate decisions about action and dissemination ** • Understanding of the needs led user focused philosophy • Knowledge of local area and available services
Skills **Essential	• Organisational and time management skills – planning, managing, monitoring and prioritising workload** • Ability to provide sensitive, safe, and empowering support to distressed people in vulnerable situations** • Ability to work as part of a team in a high-pressure, dynamic team, while taking initiatives and working independently** • IT literate. Demonstrable experience of using email, word processing, database and spread sheet packages** • Excellent verbal and written communication skills, including**: ○ the ability to communicate effectively with people whose first language is not English directly and through interpreters • Ability to effectively advocate on behalf of clients to realise their rights and entitlements upholding a professional polite persistence** • Reflective practice – ability to pause, draw out learning from experience, listen to others and improve practice • Ability to speak a language widely spoken by the refugees/asylum seeking community
Experience **Essential	• Experience of managing caseloads with competing priorities** • Ability to provide sensitive, safe, and empowering support to distressed people in vulnerable situations ** • Ability to support, manage and develop volunteers** • Experience of delivering casework with vulnerable clients** • Experience of working with vulnerable people with complex needs** • Experience of cross-agency partnership and collaborative working** • Experience of delivering learning and development activities
Additional requirements	• Ensures inclusive practice, challenges discrimination and promotes diversity in line with our Equality, Diversity and Inclusion (EDI) policy. • Works and behaves in accordance with all BRC policies, procedures and in line with our Values in Action. • Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamics

Pre Engagement Checks	
DBS- England & Wales	Adult & Child Workforce
PVG- Scotland	None
Access NI- Northern Ireland	None
Driver Check	No
International Roles Only	
International Police Check	N/A
International Driving Licence for manual cars	N/A

Role Reference		Review Date	September 2025
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We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act), who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.