

## Job description and person specification

Casework Coordinator – Refugee Support			
<b>Salary band</b>	2b	<b>Job reference number</b>	10767
<b>Area / department</b>	Refugee Support	<b>Region / division</b>	London
<b>Work location</b>	Angel, Islington / hybrid	<b>Reports to</b>	Service Manager
<b>Role duration</b>	Permanent	<b>Last updated</b>	November 2024

## Scale and scope of role

<b>Direct reports</b>	Volunteers	<b>Indirect reports</b>	None
<b>Budgetary responsibility / accountability</b>	None	<b>Accountability for other resources</b>	Mobile phone, laptop, petty cash
<b>Reach and impact</b>	As part of the Refugee Support team, the Casework Coordinator will be responsible for delivering casework services for refugees and undertake a range of duties designed to develop, maintain and promote the service.		

## Context

We help people in crisis, in the UK and overseas. As part of a global voluntary movement, we respond to conflicts, natural disasters and individual emergencies, helping vulnerable people to prepare for, withstand and recover from emergencies.

## Our principles and values

Our values (compassionate, courageous, inclusive and dynamic) underpin everything we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its fundamental principles: humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

## Directorate overview – Refugee Support and Restoring Family Links

For people in crisis, as a result of their migration status, in need of protection, displaced and often having experienced family loss and separation our Refugee Support and Restoring Family Links team will deliver on our unique position and responsibility as part a truly global humanitarian organisation, present at every stage on the migratory trail to:

- > Reduce destitution and exploitation
- > Restore family links and facilitate reunion
- > Challenge stigma and build inclusion
- > Ensure protection and empower people to make positive decisions to regain control of their lives

We will do this by mobilising the power of humanity through three distinct vehicles for change – advocacy, service delivery and by creating the right environment. We will engage with our service users and use their experience and evidence to inform our development and delivery and will seek out opportunities to build productive alliances across the UK, wider movement and beyond to enable delivery on our mission at the earliest opportunity. To deliver on our mission, we will focus on:

- > Strengthening the sector in which we operate
- > Ensuring all our services are truly accessible and developed through a process of inclusion and collaboration
- > Achieving policy change through effective advocacy underpinned by our extensive operational evidence
- > Develop key alliances, locally and nationally to increase public understanding and create a more welcoming environment
- > Develop partnerships to increase restricted / grant funding
- > Promote wellbeing and ensure inclusive, accessible and diverse development opportunities to engage with, work or volunteer

## Local context

This role is based in the Casework Team at London Refugee Support (RS) service. The team supports asylum seekers and refugees at all stages of the asylum process, providing advice and advocacy on welfare support. Our role is to enable people to navigate the asylum process and access their welfare rights and entitlements. Caseworkers provide advice across a range of complex public law areas including homelessness, welfare benefits, health and community care as well as specialist advice on asylum support. The casework service offers several specialist projects including support for women who have experienced gender-based violence (GBV), support for survivors of trafficking and family reunion travel assistance. We also provide practical destitution support in the form of emergency cash hardship payments, hygiene packs, sleeping bags and access to our day centre for hot meals, showers and activities.

## Purpose of the role

As part of the Refugee Support team, the Casework Coordinator will be responsible for delivering casework services for refugees, asylum seekers and other vulnerable migrants in London area and undertake a range of duties designed to maintain, promote and improve the service.

## Main responsibilities

### 1. Service delivery and development

- > Service users receive a high quality person-centred and responsive service
- > Services are delivered to agreed standards and in line with relevant policies, procedures and good practice
- > Services are accessible and promoted in a culturally sensitive way
- > Works with line manager and colleagues to identify and support service development and improvement
- > Emergency provisions are distributed and resources utilised in line with policies, guidance and procedures

### 2. Volunteer management

- > Works with line manager and other departments to ensure future requirements for volunteers are identified within a workforce plan
- > Volunteers receive effective line management support to enable delivery of casework functions of the service
- > Relevant policies, procedures and good practice are adhered by volunteers to ensure a safe, effective and efficient environment and service delivery in line with agreed standards
- > Works with People and Learning teams to ensure effective recruitment and induction of volunteers as required for the service

### 3. Service user engagement and involvement

- > Effective processes are in place and followed to allow people with lived experiences to contribute to service delivery, design and development, in line with agreed organisational approaches
- > Service users have appropriate opportunities to provide feedback on the service which is then used for service improvement
- > Where opportunities exist, service users are supported to engage in advocacy and communications opportunities in line with good practice and ethical guidelines

### 4. External partnerships and sector engagement

- > Good working relationships with external partners are developed and maintained as required for the role and with reference to line manager
- > Issues are identified and escalated as appropriate
- > Referral pathways are effectively utilised and maintained to ensure holistic package of support for service users
- > Provides technical guidance to external agencies regarding rights and entitlements of service user where appropriate

## **5. Risk management and escalation**

- > Follows procedures, policies and guidance to ensure a safe, effective and efficient environment
- > Risks and health and safety issues are rapidly identified and escalated as appropriate
- > 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.

## **6. Data management**

- > Electronic and paper-based filing and database systems are maintained in accordance with quality standards and data protection
- > Provides project updates and reports as required and works collaboratively to ensure effective information management systems are in place
- > Confidentiality and data protection is maintained in relation to all aspects of the service

## **7. Monitoring and evaluation**

- > Supports monitoring and evaluation activities as required and ensures information is fed into structured evaluation, learning and advocacy processes

## **8. Learning and development**

- > Learning and development activities for volunteers are implemented, including delivery of training, in accordance with quality standards and agreed organisational approaches
- > Works with colleagues to effectively contribute to developing new training material and guidance
- > Learning and emerging training needs are identified and shared as appropriate throughout the organisation
- > Reflective practice is used and promoted for development purposes

## **9. Budget and finances**

- > Financial procedures, policies and good practice are followed as required for the service to ensure financial accountability
- > Works with service manager to ensure service are delivered within budget framework

## **10. Local and national advocacy and awareness raising**

- > Plans and implements local awareness raising and advocacy activities with reference to Service Manager and in line with agreed organisational approaches
- > Effectively contributes to national advocacy and communications efforts where possible

- > Plans and implements activities to build inclusion for refugees and asylum seekers, for example during Refugee Week, with reference to Service Manager and in line with agreed organisational approaches

#### **11. Team worker**

- > Works to ensure Behaviours Framework is embedded within service
- > Colleagues are supported as required
- > Contributes effectively to team meetings
- > Suggests improvement to support continuous development
- > Provides contingency cover for colleagues in periods of absence as requested by line manager

#### **12. Other duties**

- > Perform clerical and administration duties commensurate with the post
- > Proactive in supporting own development

Staff may not unreasonably refuse a request to undertake any task which is appropriate to their level for which they have the necessary skills and/or experience. Any resulting change to their objectives and priorities will be discussed and confirmed with their line manager

## Person specification

Please note, this document will be used to develop a short list of applicants for any vacancy for this role and then be used in the subsequent selection process. It will then form the basis of a development plan for an individual appointed to this role

Skills	Requirements
	<ul style="list-style-type: none"> <li>&gt; Organisational and time management skills – planning, managing, monitoring and prioritising workload**</li> <li>&gt; IT literate. Experience of using email, word processing, database and spread sheet packages**</li> <li>&gt; Ability to support, manage and develop volunteers**</li> <li>&gt; Excellent verbal and written communication skills in English, including: **             <ul style="list-style-type: none"> <li>- the ability to communicate effectively with people whose first language is not English directly and through interpreters</li> <li>- ability to influence and adapt communication style to different audiences, including facilitation and presentation skills</li> </ul> </li> <li>&gt; Ability to work as part of a team in a high-pressure environment**</li> <li>&gt; Ability to provide sensitive, safe, and empowering support to distressed people in vulnerable situations **</li> <li>&gt; Ability to analyse complex information and make appropriate decisions about action and dissemination</li> <li>&gt; Ability to effectively advocate on behalf of clients to realise their rights and entitlements upholding a professional polite persistence**</li> <li>&gt; Reflective practice – ability to pause, draw out learning from experience, listen to others and improve practice</li> <li>&gt; Ability to speak a language widely spoken by the refugee/asylum seeking community would be desirable, but not essential</li> </ul>

<b>Knowledge (including education and training)</b>	<ul style="list-style-type: none"> <li>&gt; Understanding of issues relating to asylum seekers, refugees and other vulnerable migrants**</li> <li>&gt; Understanding of the needs led user focused philosophy</li> <li>&gt; Understanding of safe working practices when working with people with insecure immigration status**</li> <li>&gt; Knowledge of the rights and entitlements of asylum seekers, refugees and vulnerable migrants and the roles of statutory and non-statutory agencies **</li> <li>&gt; Knowledge of local area and available services</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>&gt; Experience of delivering casework with vulnerable clients**</li> <li>&gt; Experience of cross-agency partnership and collaborative working**</li> <li>&gt; Experience of project coordination and delivery</li> <li>&gt; Experience of working with volunteers</li> <li>&gt; Experience of delivering learning and development activities</li> </ul>
<b>Behaviours</b>	<p><b>Solution Focussed</b></p> <ul style="list-style-type: none"> <li>&gt; Anticipates obstacles, thinks ahead about next steps and contingencies</li> <li>&gt; Uses a range of methods to identify solutions and make decisions, involving others where appropriate</li> </ul> <p><b>Pro-actively builds collaborative relationships internally and externally</b></p> <ul style="list-style-type: none"> <li>&gt; Manages relationships and partnerships for the long term – sharing insights, building trust, constructively and openly tackling conflict in order to agree solutions</li> <li>&gt; Helps others to understand the common ground</li> </ul> <p><b>Actively addresses the needs of people in crisis</b></p> <ul style="list-style-type: none"> <li>&gt; Finds ways to define and continually improve services for people in crisis</li> <li>&gt; Uses knowledge of the needs of people in crisis to feed into ongoing planning and shaping of</li> </ul>

	services
<b>Additional Requirements</b>	<ul style="list-style-type: none"> <li>&gt; Uphold the Fundamental Principles and act with integrity, in accordance with the Society's obligations and values (inclusive, compassionate, courageous, and dynamic)</li> <li>&gt; Ensure anti-discriminatory practice and promote diversity.</li> <li>&gt; Willingness to work flexible hours on occasion with prior agreement of line manager</li> <li>&gt; Occasionally supports with emergency response operations, with prior agreement of line manager</li> </ul>

*In order to be shortlisted for interview, you need to meet the essential criteria, denoted by \*\*. All candidates who consider themselves to have a disability and meet the minimum criteria will be short-listed for interview in line with our commitment to the Disability Confident Scheme.*