

Job description and person specification

Caseworker Coordinator – Refugee Support			
Salary band	2b	Job reference number	
Area / department	Refugee Support and Restoring Family Links	Region / division	Wales
Work location	Wales	Reports to	Service Manager
Role duration	12 months fixed term	Last updated	February 2026

Scale and scope of role

Direct reports	0	Indirect reports	None
Budgetary responsibility / accountability	n/a	Accountability for other resources	n/a
Reach and impact	As part of the Refugee Support and Restoring Family Links team, the Casework Coordinator will be responsible for the delivery of high-quality and holistic support to refugee families in Wales as they navigate family reunion processes.		

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

Purpose of the role

As part of the Refugee Support and Restoring Family Links team, the casework coordinator will be responsible for the delivery of high-quality integration casework support to refugee families in Wales navigating family reunion processes. The caseworker will work closely with other Refugee Services, external partners, and relevant stakeholders. The role is a 12-month fixed term contract, with possibility to extend.

Main responsibilities

1. Service delivery and development

- > Ensure service users receive a high quality person-centred and responsive service
- > Deliver services to agreed standards, including IAA Code of Standards, and in line with relevant policies, procedures and good practice
- > Ensure services are accessible and promoted in a culturally sensitive way
- > Work with line manager and colleagues to identify and support service development and improvement
- > Distribute emergency provisions and resources in line with policies, guidance and procedures

2. Volunteer Support

- > Works with line manager and other departments to ensure future requirements for volunteers are identified within a workforce plan
- > Support volunteers on a day-to-day basis to deliver the casework functions of the service

3. Service user engagement and involvement

- > Follow processes to allow people with lived experiences to contribute to service delivery, design and development
- > Provide service users appropriate opportunities to provide feedback on the service which is then used for service improvement.

4. External partnerships and sector engagement

- > Maintain good working relationships with external partners as required for the role
- > Identify and escalate issues as appropriate
- > Effectively utilise and maintain referral pathways to ensure holistic package of support for service users

5. Risk management and escalation

- > Follow procedures, policies and guidance to ensure a safe, effective and efficient environment

- > Rapidly identify and escalate risks and health and safety issues as appropriate
- > Identify, manage and/or escalate casework risks as appropriate
- > Ensure safeguarding concerns are identified and receive appropriate responses according to policies, procedures and good practice.

6. Data management

- > Maintain electronic and paper-based filing and database systems in accordance with quality standards and data protection
- > Effectively contribute to producing project updates and reports as required and works collaboratively to ensure effective information management systems are in place
- > Maintain confidentiality and data protection in relation to all aspects of the service

7. Monitoring and evaluation

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

8. Workforce learning and development

- > Provide effective support for service learning and development activities, including delivery of training, in accordance with quality standards and agreed organisational approaches
- > Identify learning and emerging training needs as appropriate throughout the organisation
- > Use and promote reflective practice for development purposes

9. Local and national advocacy and awareness raising

- > Effectively contribute to agreed local awareness raising and advocacy activities, in line with organisational approaches
- > Effectively contribute to national advocacy and communications efforts where possible
- > Effectively contribute to the delivery of agreed 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

10. Team worker

- > Work to ensure Behaviours Framework is embedded within service
- > Support colleagues as required

- > Contribute effectively to team meetings
- > Suggest improvement to support continuous development
- > Provide contingency cover for colleagues in periods of absence as requested by line manager

11. Other duties

- > Perform clerical and administration duties commensurate with the post
- > Support own development proactively

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

NB 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

	Requirements
Skills	<ul style="list-style-type: none"> > Organisational and time management skills – planning, managing, monitoring and prioritising workload** > IT literate. 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 work as part of a team in a high-pressure environment** > Ability to provide sensitive, safe, and empowering support to distressed people in vulnerable situations ** > Ability to analyse complex information and make appropriate decisions about action and dissemination > 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

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

	<ul style="list-style-type: none"> > Finds ways to define and continually improve services for people in crisis > Uses knowledge of the needs of people in crisis to feed into ongoing planning and shaping of services
Additional Requirements	<ul style="list-style-type: none"> > Uphold the Fundamental Principles and act with integrity, in accordance with the Society's obligations and values (inclusive, compassionate, courageous, and dynamic) > Ensure anti-discriminatory practice and promote diversity. > Occasionally works outside normal working hours, with prior agreement of line manager > Occasionally supports with emergency response operations, with prior agreement of line manager

*NB All disabled candidates who meet the minimum criteria, denoted by **, will be short-listed for interview in line with our commitment under the two-tick symbol scheme.*