

ENTRAIDE (MUTUAL AID)

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JOB DESCRIPTION CASEWORKER

Context of the Job:

Entraide is a small charity based in North Solihull. Our aim is to promote the wellbeing of refugees and asylum seekers in Solihull and the surrounding area and to facilitate their integration into society. Entraide's provisions include casework support, befriending, homework club and social activities.

Solihull has welcomed a number of families in 2016 and 2017 under the Syrian Vulnerable Person Resettlement Scheme (SVPRS). Solihull MBC provided an intensive casework function to these families during the first 12 months of their arrival in the UK to help settle in the area.

There is an expectation that families resettled in the borough are provided with a degree of support on their journey towards integration and self-sufficiency for up to 5 years. Entraide has been tasked with providing them with this support over the coming two years. Within this framework, Entraide is looking to recruit a practitioner to provide intensive casework support and advocacy to Syrian families resettled in the borough. The worker will also be expected to support other asylum seekers, refugees and other vulnerable migrants referred to the charity.

Terms of employment:

Salary: £17,854.86 to £18,212.43 (Actual salary)

Type of Contract: two years

Part time: 30 hours per week

Place of work: Entraide's office and outreach including home visits and appointments in the community

Benefits: Pension contribution up to 5% of total salary + refund of work related travel expenses at the rate of £0.45 per mile

Holiday entitlement: Pro rata 24 days plus statutory bank holidays (including the days between Christmas and New Year when the office is usually closed)

Requirements: The successful applicant will require a satisfactory Enhanced DBS check.

Purpose of Job:

The caseworker will be responsible for providing intensive one-to-one support and advocacy to Syrian families offering advice and enabling their access to healthcare, housing, welfare benefits, education, employment, specialised services and legal provisions in order to reduce destitution, homelessness and isolation.

S/he will also be required to provide advocacy support (including immigration advice if qualified) to other asylum seekers, refugees and other migrants referred to Entraide as part of our general casework project and assist with any other tasks as required by the charity from time to time.

Main Duties and Key Responsibilities:

You will be expected to work under the supervision of the UK Project Manager. However, you will be expected to perform many of the duties outlined below independently and working on your own initiative. These include:

- Be the first point of contact for enquiries
- Deliver one to one support to overcome issues that beneficiaries might face. This will include:
 - Advising beneficiaries of the correct support options and on their entitlements to housing, health and educational services and of the modalities of accessing such services;
 - Assisting with phone calls, emails, completion of forms, etc.
 - Advocating for them and if necessary accompanying them to other agencies that can provide specialist support such as Jobcentre, healthcare services, etc.
 - Referring them to specialised support services and other activities organised internally within Entraide
 - Providing basic immigration advice (at OISC Level 1)
 - Advising and supporting on training and employment proactively liaising with organisations to ensure that the families access enhanced support to improve their English and computer skills.
 - Providing support and liaising with agencies to help families make informed decisions about the choices available to them in the future.
- Monitor the achievements of outcomes
- Collaborate with service providers from statutory and non-statutory organisations in order to build a network of effective support for the beneficiaries.
- Work with a team of volunteer interpreters.
- Ensure effective and accurate recording of contacts, actions taken including key statistics and outcomes to enable project's monitoring and evaluation.
- Provide regular updates to the UK Project Manager and the Board of Trustees
- Help formulate policies and procedures for the project with support from the UK Project Manager
- Work closely with other team members.

General

You will also:

- Ensure and adhere at all times with Health and Safety procedures, especially safeguarding and Lone Working policies and other legislation is adhered to in relation to work.
- Implement the principles of equal opportunities and anti-oppressive practice.
- Adhere to the Confidentiality and Data Protection policy and maintain a high level of confidentiality
- Be willing to undertake any additional tasks as may be required by the organisation.
- Attend meetings and training as required.

Qualifications and skills

The post-holder will have the following skills and experience:

Qualifications

Educated to UK degree or equivalent in a relevant field – E

OISC Qualifications (Level 1) - D

Experience

Previous experience of supporting refugees and asylum seekers in a voluntary or staff capacity. – E

Experience of working/ volunteering with individuals presenting complex needs, especially mental health issues and with instable life styles - E

Experience of working in small teams - D

Experience of working with those with limited English language skills - D

Knowledge

Familiarity with rights and entitlements of asylum seekers and refugees - E

Good understanding of the UK welfare benefits system, housing, health, education and immigration services – E

Good understanding and insights into the circumstances and needs of Entraide's beneficiaries nationally and locally – E

Knowledge of service providers and statutory agencies in the West Midlands – D

Insights into the government's asylum and immigration agenda - D

Skills

Experience of working cross culturally and with people from diverse backgrounds – E

Open minded, non-judgmental, empathic and respectful of confidentiality - E

Outstanding communication skills - one-to-one, written and on the telephone - E

Ability to carry out needs assessments efficiently and prioritise workload accordingly – E

Commitment to effective collaborative working, with a specific focus on building and maintaining positive working relationships with team members and other professionals - E

Effective time management and organisational skills – E

Resourceful and problem- solving skills – E

Computer literate - ability to use Word, Excel, PowerPoint, email, social media - E

Be able to look at a client's situation holistically as opposed to looking at their problems in isolation from one another – E

Able to work on own initiative and independently – E

Personal characteristics

Commitment to anti-oppressive and anti- discriminatory practice - E

Driven and willing to make the difference in beneficiaries' lives- E

Commitment to follow directions and policies- E

Positive and can do attitude- E

Willing to contribute to service development – E

Flexible - E

Others

Car owner/driver – D

To apply:

Complete the attached application form and email it to: info@entraideuk.org.uk cc: giuliapizzolini@entraideuk.org.uk

Deadline for applications: 14th August 2020 at 5:00pm