



ENTRAIDE (MUTUAL AID)

Three Trees Community Centre
Hedingham Grove
Birmingham, B37 7TP

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JOB DESCRIPTION REFUGEE & MIGRANTS CASEWORKER

About the organisation:

Entraide is a small and well-established charity based in North Solihull. Our aim is to promote the wellbeing of refugees and asylum seekers in Solihull and the surrounding area but also to facilitate their integration into society. We are currently the only refugee specialist organisation in Solihull providing support to around 500 clients a year from 20 different countries of origin. We are regulated by the Office of Immigration Services Commissioner (OISC) to provide advice at Level 1 Immigration, Asylum & Protection.

Entraide's provision includes casework support, befriending, homework club and social activities

- Casework providing tailored support on a wide range of issues including OISC Level 1 immigration advice to asylum seekers, refugees and other vulnerable migrants.
- Homework Club: which runs once a week, providing children from refugee and migrant background with additional support in Maths, English as well as leisure activities to improve school attainment.
- Befriending Scheme through which we offer support, encouragement and companionship to refugees and asylum seekers who have experienced loss and trauma and are attempting to rebuild their lives in the UK.
- Support for Afghan Refugees Project: which provides activities to facilitate the social and economic integration of Afghan refugees resettled in Solihull and Birmingham

Terms of employment:

Salary: £22,183 per annum pro-rata (Actual salary £12,590)

Type of Contract: 1 year with possible extension subject to funding

Part time: 21 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: 24 days' pro rata 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.

Registered Charity in England and Wales. Charity No. 1142919



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Support us via: www.localgiving.com/entraide

About Casework at Entraide

The caseworker will be responsible for providing intensive one-to-one support and advocacy (including level 1 immigration advice if qualified) to asylum seekers, refugees and other vulnerable migrants in Solihull and the greater Birmingham area offering advice. The caseworker will enable client's access to healthcare, housing, welfare benefits, education, employment, specialised services and legal provisions in order to reduce destitution, homelessness and isolation. S/he S/he will also coordinate our Afghan Refugees Project and will also be required, on occasions, to assist with any other tasks as required by the charity.

Main Duties and Key Responsibilities:

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

Deliver outreach and office based one to one support to asylum seekers, refugees and other vulnerable migrants 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 (if qualified)
- 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.

Additionally - You will:

- 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 Service Manager and the Board of Trustees
- Help formulate policies and procedures for the project with support from the UK Service 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.

Person Specifications

We are looking for a highly motivated individual who has a commitment to supporting empowerment through casework. The successful candidate will have excellent interpersonal and communication skills, including cultural sensitivity and the ability to quickly build positive relationships. The post-holder will have the following qualifications, skills and experience:

Qualifications

Educated to UK degree **or** relevant / equivalent experience
OISC Qualifications (Level 1) – Desirable

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 lifestyles - D
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
Fluent in one of the following languages: Arabic, Pashto, Kurdish,

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
Adopt a friendly, supportive and approachable attitude - E
Willing to contribute to service development – E
Flexible - E

Others: Car owner/driver – D

To apply: Please submit a single document containing a CV of no more than 2 sides of A4 and a covering letter showing how your experience, skills, knowledge and attitudes match what we are looking for in our person specification to: info@entraideuk.org.uk

Deadline for applications: 04 April 2022 at 5:00pm