



## ENTRAIDE

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### JOB TITLE: REFUGEE & MIGRANT CASEWORKER

#### Context:

Entraide is a 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 700 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 and Level 2 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 2 immigration advice to asylum seekers, refugees, and other vulnerable migrants.
- Children and Family Activities: providing leisure activities, in a space where children and parents from refugee and migrant backgrounds get to meet new people, learn about life in their new communities, share knowledge, integrate, and have fun!
- Befriending Scheme: where 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.
- Integration Support for newly arrived refugees: which provides activities to facilitate the social and economic integration of new refugees resettled in Solihull and Birmingham, enabling them to access mainstream services.

#### Terms of employment:

**Salary:** £25,000 per annum.

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

**Full time:** 37 hours per week

**Place of work:** Entraide's office base, outreach support including responding to emergency situations.

**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.

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**Registered Charity in England and Wales. Charity No. 1142919**



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## **About the role**

We are seeking a Caseworker to join our frontline team for a person-centered practical support, signposting, information, advice and complex casework service for asylum seekers, refugees, and other vulnerable migrants. The service is focused on linking people with information and essential services including advocacy and casework interventions where there are gaps in provision, to avoid or reduce crisis, homelessness, and destitution. The caseworker will be responsible for providing intensive one-to-one support including level 1 immigration advice (if / when qualified) to asylum seekers, refugees and other vulnerable migrants in Solihull and Birmingham area. There will be an expectation that you commit to undertaking training to obtain an OISC L1 certificate if not qualified yet.

The post-holder will also play a key role in supporting individuals to navigate complex systems and to respond to crises. An ability to effectively support and advocate for service users to navigate asylum support systems, gain access to statutory services and other relevant services, will be key in this role. You will also work closely with the Service Manager, existing caseworkers, and volunteers to provide a high-quality service - sharing responsibility for supervising volunteers in client work. The caseworker will enable the client's access to healthcare, housing, welfare benefits, education, employment, specialised services, and legal provisions to reduce destitution, homelessness, and isolation. You will also be required, on occasions, to assist with any other tasks as required by the charity. This work will also contribute to building organisational knowledge around emerging issues.

## **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 most of the duties outlined below independently and in a team. These include:

- 1.1 To provide triage support; assessment & signposting; and advice, advocacy, and casework for clients with complex cases, according to the casework processes and procedures
- 1.2 To manage caseload of clients who require specialist advice and support ensuring that cases are progressed effectively and sensitively and are closed in agreement with the client once identified issues have been resolved.
- 1.3 Providing basic immigration advice at OISC Level 1 (if/when qualified)
- 1.4 To ensure that safeguarding concerns are identified and responded to appropriately.
- 1.5 To provide effective, accessible, person-centered, and high-quality telephone and email information and signposting support, and to undertake appropriate casework tasks.
- 1.6 To offer support and supervision to volunteers and contribute to learning opportunities to ensure that volunteers have the skills and knowledge required for the role and are aware of and operate within policies and procedures.
- 1.7 To continuously build knowledge and understanding of client needs and factors that can impact on an individual's ability to access relevant services and support.
- 1.8 To keep up to date with changes in government policy, legislation and service provision that may affect the signposting, information, advice, and support needs of our clients.
- 1.9 To build knowledge of relevant internal and external services, contributing to internal service directories.
- 1.10 To create links and work effectively with Entraide colleagues and relevant third-party services to assist our clients to meet immediate needs and access all entitled support in a timely and appropriate manner.
- 1.11 To work with colleagues to ensure that issues affecting our clients are identified, shared, and progressed through appropriate avenues to influence change.
- 1.12 To contribute to the development of the service.
- 1.13 To occasionally represent the project internally and externally at partnership frontline meetings for knowledge exchange and best practice.

- 1.14 Referring and signposting service users to specialist's support services and other activities internally and externally.
- 1.15 To work closely with the team and attend role-related training and workshops.
- 1.16 To maintain and promote good practice in working with interpreters.
- 1.17 To maintain professional boundaries, impartiality, and confidentiality at all times.
- 1.18 To keep appropriate, accurate and up to date records in the agreed format on Entraide's main database in a timely manner.
- 1.19 To develop positive and effective working relationships and communications with the Service Manager, colleagues, and volunteers, including by utilising remote communication tools and attending and contributing to meetings.
- 1.20 Adhere to Safeguarding, Code of Conduct, Lone Working policies and other legislation in relation to work.
- 1.21 Adhere to the Confidentiality and Data Protection policy and maintain a high level of confidentiality.
- 1.22 To carry out all work in line with the organisational policies and procedures.

### **Equalities and Diversity**

- 1.23 To provide services with due regard for equalities and for meeting the needs of all potential and actual service users.
- 1.24 To gain understanding of different perspectives to work effectively with people from all walks of life.
- 1.25 To work with respect and tolerance for all colleagues, service users, and to value diversity and difference

### **Health & Safety**

The post holder is responsible for:

- Cooperating with Entraide in delivering all legal responsibilities in respect of your own and your colleagues, volunteers, service users and visitor's health and safety whilst at work.
- Adhering to and familiarizing themselves with Entraide's Health & Safety Policy and procedures.
- Carrying out risk assessments of your own work and own workstation to ensure that you do not expose yourself or others to unnecessary risk.

### **Flexibility**

To deliver services effectively, a degree of flexibility is needed, and the post-holder may be required to perform work not specifically referred to above. Such duties will, however, fall within the scope of the job. The job description will be subject to periodic review with the post-holder to ensure it accurately reflects the duties of the job.

The role is office based, with occasional hybrid working in agreement with the Service Manager depending on service demands.

### **Equal Opportunities Statement**

As part of its recruitment policy, Entraide intends to ensure that no prospective or actual employee is discriminated against based on race, sex, nationality, marital status, sexual orientation, gender identity, employment status, class, disability, age, religious belief, or political persuasion, or is disadvantaged by any condition or requirement which is not demonstrably justifiable.

## **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 level **or** relevant / equivalent experience.

OISC Level 1 Qualifications – (HD)

### **Experience**

**Essential (E), Highly Desirable (HD), Desirable (D),**

- 1.1 Extensive experience of providing advice, casework and advocacy services for refugees and people seeking asylum in a voluntary or staff capacity, including assessment, action planning and case management (E).
- 1.2 Experience of supporting and supervising volunteers in client-support service delivery (D)
- 1.3 Experience of providing advice, casework, and advocacy services for people in the transition period following a positive outcome from the Home Office (E).
- 1.4 Advice related qualifications, e.g., OISC level 1 Asylum & Protection (HD).
- 1.5 Lived experiences of being a refugee - Desirable (HD)
- 1.6 Experience of working/ volunteering with individuals presenting complex needs, especially mental health issues and unstable lifestyles – (E)
- 1.7 Experience of working/ volunteering with individuals presenting homelessness, destitution (E)
- 1.8 Experience of working in a team – (E)
- 1.9 Experience of working with those with limited English language skills – (D)

### **Knowledge, Skills, and Abilities**

- 1.1 An understanding of the advice and support needs of asylum seekers and newly recognised refugees in the UK, and a working knowledge of responding to them (E).
- 1.2 Knowledge of statutory and community support services available to refugees and people seeking asylum in the UK (E).
- 1.3 A sound knowledge of the UK immigration system relating to refugees, and the asylum support system, and a willingness to keep up to date with changes (E).
- 1.4 A good knowledge of mainstream welfare and housing legislation affecting vulnerable adults (E).
- 1.5 A willingness to train for and obtain OISC level 1 Asylum and Protection (E).
- 1.6 Good IT skills including use of Office, email and the internet, an ability to use MS Teams and Zoom in the role, and an understanding of the importance of data protection and IT security (E).
- 1.7 Excellent written and verbal communication skills, sufficient to communicate accurately and clearly with a range of audiences in writing and over the phone, working professionally and effectively with interpreters (E).
- 1.8 Excellent listening skills and the ability to empathise as well as establish professional boundaries (E).
- 1.9 The ability to establish good working relationships with colleagues and external stakeholders (HD).

- 1.10 The ability to ensure services are delivered in an accessible, impartial, and confidential manner (E).
- 1.11 The ability to plan, manage and prioritise workload, and to meet targets (E).
- 1.12 To have a flexible and creative approach, a commitment to continuous service improvement and a willingness to adapt to changing needs within the organisation (E).
- 1.13 An understanding of and commitment to Equal Opportunities in direct service provision. (HD).

#### **Personal Attributes**

- The ability to effectively manage own workload, setting medium- and long-term plans and objectives (E).
- Commitment to anti-oppressive and anti- discriminatory practice (E).
- Driven and willing to make a difference beneficiaries' lives (E).
- Commitment to follow directions and policies (E).
- A self-starter with a positive can-do attitude (E).
- Adopt a friendly, supportive, and approachable attitude (E).
- Flexible approach to working patterns and duties (E).

**Other:** Car owner/driver or ability and willingness to travel across Birmingham and Solihull to various sites and locations (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 our person specification to: [info@entraideuk.org.uk](mailto:info@entraideuk.org.uk). Applications without a covering letter explaining how your skills and experience match the requirements of the role will not be considered. Please ensure you send a covering letter.

All successful candidates will be subject to a Disclosure & Barring Service Check before commencing their employment with Entraide.

For more information or an informal discussion about the opportunity please contact: **Ferida Dube** - Service Manager on **07931932607**. Deadline for applications: 23<sup>rd</sup> October 2023 at 11:59pm. Interviews will be held shortly afterwards.

**Please note:** We do reserve the right to close this advertisement early if we receive sufficiently suitable applications.