



ENTRAIDE

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JOB TITLE: REFUGEE & MIGRANT CASEWORKER

Terms of employment:

Salary: £25,000 per annum.

Type of Contract: 1 year with very high possibility of extension

Full time: 37 hours per week

Location: Office base in Chelmsley Wood and Solihull outreach support

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 Christmas and New Year)

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

About Us

Entraide is a well-established charity based in Solihull. Our aim is to promote the wellbeing of refugees and asylum seekers in Solihull and across the West Midlands and 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 30 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.

We operate four main services: Casework, Integration support, befriending, and Children and Family Activities. We also support householders who are hosting Ukrainian refugees under the government's Homes for Ukraine Scheme. This includes input around maintaining effective boundaries, conflict resolution and working with people who have experienced trauma.

About the role

We are seeking to recruit a Caseworker to provide advice, practical support and advocacy to people seeking asylum, refugees and other vulnerable migrants in Solihull and the surrounding area. The service is focused on connecting people with information and essential services where they exist, and on providing advice, advocacy, and casework interventions where there are gaps in provision, to avoid homelessness and destitution. This involves things like helping them to apply for asylum support from the Home Office, finding legal aid funded immigration solicitors, applying for benefits, applying for housing, helping them access health care, social services provision, education, and employment, providing emotional support, providing basic immigration advice if or when accredited, etc.

The ideal candidate will be someone highly motivated who has a passion and commitment to support the empowerment of refugees, asylum seekers and other vulnerable migrants through casework so that they can successfully integrate into society and start rebuilding their lives. Experience of advice work dealing with asylum seekers, refugees and vulnerable migrants is therefore essential. OISC qualification at OISC Level 1 and ability to speak a community language will be a plus.

Main Duties and Key Responsibilities:

You will be working 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. Running our drop in and outreach service together with colleagues and volunteers, providing one to one advice and practical support to individuals and families, assisting with phone calls, the completion of forms and taking practical resources, etc
2. Undertaking outreach visits to asylum seekers, refugees and other vulnerable migrants—undertaking initial assessments and providing advice, support and signposting as necessary.
3. To provide professional and effective advice and guidance to a broad range of Entraide service users in particular welfare benefits, housing, health and other generalist advice areas
4. Responding to emergencies and crisis such as new arrivals and evacuations
5. If/when qualified, providing immigration advice in line with our registration with the Office of Immigration Services Commissioner (OISC)
6. Workload management of clients who require specialist advice and support ensuring that cases are progressed effectively and closed in agreement with the client once identified issues have been resolved.
7. Ensuring all details on visits and contact with clients are recorded on to our database and consent always obtained.
8. To assist/support the team and the management to meet the needs of the beneficiaries and achieve targets in line with funders' requirements.
9. To ensure that safeguarding concerns are identified and responded to appropriately.
10. 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.
11. 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.
12. 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.
13. To build knowledge of relevant internal and external services, contributing to internal service directories.
14. 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.
15. To work with colleagues to ensure that issues affecting our clients are identified, shared, and progressed through appropriate avenues to influence change.
16. To attend role-related training and workshops and contribute to the development of the service.
17. To represent the project internally and externally at partnership frontline meetings for best practice.
18. Referring and signposting service users to specialist's support services and other activities internally and externally.
19. To maintain professional boundaries, impartiality, and confidentiality at all times.
20. To keep appropriate, accurate and up to date records in the agreed format on main database in a

timely manner.

21. To develop positive and effective working relationships with the Service Manager and colleagues, including attending and contributing to meetings.
22. Adhere to Safeguarding, Code of Conduct, Lone Working policies, and other legislation in relation to work.
23. Adhere to Data Protection policy and maintain a high level of confidentiality.
24. To carry out all work in line with the organisational policies and procedures.
25. To carry out any other reasonable tasks commensurate with the role to meet the needs of the organisation and service users

Equalities and Diversity

1. To provide services with due regard for equalities and meeting the needs of all potential and actual service users.
2. To gain understanding of different perspectives to work effectively with people from all walks of life.
3. 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:

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

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

We welcome and encourage applications from people of all backgrounds and pride ourselves on having a diverse workforce. 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

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

Highly Desirable

1. Educated to UK degree level or relevant / equivalent experience.
2. OISC Level 1 Qualifications.

Experience

Essential

1. A breadth of experience of providing casework, advice, information, and advocacy services for refugees and people seeking asylum in UK, including assessment, action planning and case management.
2. Experience of delivering casework with vulnerable service users
3. Experience of supporting and supervising volunteers in client-facing service delivery.
4. Experience of providing advice, casework, and advocacy services for people in the “move on period” following a refugee status grant.
5. Experience of cross-agency partnership and collaborative working
6. Experience of supporting vulnerable children and adults in accessing services
7. Experience of working as part of a team in a fast-paced environment**
8. Experience of working with individuals presenting homelessness, destitution, and those with limited English language skills.

Desirable

9. Advice related qualifications, e.g. OISC level 1 Asylum & Protection.

Knowledge, skills, and abilities

Essential

1. An understanding of the advice and support needs of asylum seekers and newly granted refugees in UK, and a working knowledge of responding to them.
2. A good knowledge of the UK immigration system relating to refugees, and the asylum support system, and a willingness to keep up to date with changes.
3. A good knowledge of statutory and community support services available to refugees and people seeking asylum in UK.
4. The ability to establish good working relationships with colleagues and external stakeholders.
5. The ability to ensure services are delivered in an accessible, impartial, and confidential manner.
6. A good knowledge of mainstream welfare, asylum support systems and housing legislation affecting vulnerable adults.
7. Knowledge of rights and entitlements of asylum seekers, refugees, and the roles of statutory and non-statutory agencies
8. Excellent written and verbal communication skills, sufficient to communicate accurately and clearly with a range of audiences in writing and over the phone, utilising interpreters professionally and effectively.
9. Excellent listening skills and the ability to empathise as well as establish boundaries.
10. Ability to provide sensitive, safe, and empowering support to people in vulnerable situations.
11. The ability to plan, manage and prioritise workload, and to meet targets.
12. To have a flexible and creative approach, a commitment to continuous service improvement and a willingness to adapt to changing needs.

13. Knowledge of IT systems; Ability to use office, email, internet, an ability to use MS Teams and Zoom in the role.
14. An understanding of the importance of data protection, IT security, word processing, database & spreadsheet packages.
15. An understanding of and commitment to Equal Opportunities in direct service provision.

Highly Desirable

1. Lived experiences of being a refugee.
2. Ability to provide sensitive, safe and empowering support to people in vulnerable situations
3. A willingness to train for and obtain OISC level 1 Asylum and Protection.
4. Flexible approach to working patterns and duties.

Personal Attributes

Essential

1. The ability to effectively manage your own workload, setting medium- and long-term plans and objectives.
2. Commitment to anti-oppressive and anti-discriminatory practice.
3. Driven and willing to make a difference beneficiaries' lives.
4. Commitment to follow directions and policies.
5. A self-starter with a positive can-do attitude.
6. Adopt a friendly, supportive, and approachable attitude.

Other:

Desirable

1. Car owner/driver or ability and willingness to travel across Birmingham and Solihull to various sites and locations.