



Job Application Pack

Project & Casework Coordinator (Asylum)

About HMSC

[Haringey Migrant Support Centre](#) (HMSC) is a community-based organisation, with over a decade of experience supporting migrants in Haringey and across Greater London. We provide free and professional advice, advocacy, referrals and signposting on issues relating to immigration, housing and welfare to over 500 people a year. Our in-depth casework model supports individuals to regularise their immigration status and deal with other interconnecting problems including housing, homelessness, destitution, welfare and health issues.

Alongside our advice work, HMSC organises a regular community space, which offers activities, information workshops, food and a chance to connect with others in a warm place. HMSC is part of a wider movement for change in the housing and immigration systems and we undertake policy and partnerships work contributing to this.

About the Role

HMSC is launching a new project to support asylum seekers in Haringey. We will be working closely with the council's [Resettlement Team](#) to improve asylum seekers' access to the information and advice that they need to move forward with their asylum case, access suitable accommodation and receive appropriate support.

Alongside this we will also work closely with the resettlement team to equip key council staff with knowledge and information on the asylum process and related support through second-tier advice and training to ensure the council can holistically support asylum seekers in the borough through its own systems.

HMSC is seeking a Project & Casework Coordinator to launch and deliver this project, working alongside colleagues in the Resettlement Team. You will work across HMSC's office, Resettlement Team locations (including Welcome hubs and hotels) and in the community. You will be instrumental in strengthening practice in the way asylum seekers are supported in the borough, while working closely with asylum seekers on their cases, providing second-tier advice and delivering training and information sessions.

Who we are looking for

The role would suit someone with excellent organisational and communication skills, a demonstrably strong interest in access to justice for migrants, and with a desire to build a career in the asylum advice / casework sector. The ideal candidate will feel enthused by the challenge of being part of establishing a new project, working collaboratively in a committed and friendly team.

You should be experienced in working closely with migrants. As this is a new project, the postholder will play a key role in the structuring, planning, initial delivery and review of the project against objectives and will hold and maintain the relationship with the project partner. A background in project management and/or partnership working would therefore be beneficial.

If you do not have IAA (formerly OISC) Level 1 Asylum and Protection, you must be willing to obtain this (with support) immediately upon commencing work. You must also work towards IAA Level 2 (with support) within 12 months.

Working for HMSC

HMSC places a high value on staff wellbeing, including offering clinical supervision to frontline staff and supportive line management arrangements which encourage staff to maintain a healthy work life balance. Staff terms and conditions include a supportive probationary period, contractual sick pay scheme, Pension scheme, and generous leave of absence allowances. Please contact us for any more specific details on terms and conditions that you would like to know in advance of applying.

You can find out more about HMSC and the work we do on our website here:

<http://haringeymsc.org/>

We recommend you also read our Annual Report by clicking [here](#)

How to apply

If you are considering applying for the role, but you have further questions or concerns, please email joinus@haringeymsc.org.

To apply, please fill in the application form, which can be found [here](#). Please read the information below about how to write your application.

The deadline for applications will be 9am on 31 March 2025. Interviews will, under normal circumstances, take place during the week of 7th April.

HMSC will host two online information sessions – at 13:00 on 5th March and at 18:30 on 18th March – to answer any questions potential applicants may have about HMSC, this project and the application process. Please contact joinus@haringeymsc.org if you might want to attend.

All London-based applicants invited to interview will have their travel costs reimbursed for in-person interviews.

How to write your application

This information is intended to give you the best possible chance of being shortlisted for the role.

Ensure you read the Person Specification carefully before submitting your application. We will mark your application against the points outlined in the person specification, so you should address each of these points in your personal statement.

We are interested in experience you have gained from paid, voluntary or other relevant contexts. You do not need to fulfil the 'desirable criteria', but if you do then you should address these in your statement. Be explicit when writing your application, tell us about your experience, skills and knowledge. The most important aspect of this is for you to give examples of how your experience, skills and knowledge is directly relevant to the criteria in the person specification. Don't worry about making the writing 'flow', but it is essential that you address the points in the person specification. You may wish to use the S.T.A.R. method when outlining how you meet our requirements:

- Specific – give a specific example
- Task – briefly describe the task/objective/problem
- Action – tell us what you did
- Results – describe what results were achieved

Consideration for applicants with lived experience of navigating the hostile environment

We are proud to be a member of the Experts by Experience Employment Network (www.ebeemployment.org.uk), which aims to increase representation of people with lived experience in the charitable sector. Please feel free to use information and resources at <https://www.ebeemployment.org.uk/ebe> which may help in preparing your job application.

HMSC actively values lived experience. We welcome applications from individuals with experience of navigating the hostile environment and these applications will be graded to reflect this. We will also offer an interview to all applicants with lived experience of navigating the hostile environment whose application demonstrates that they meet all the essential requirements of the Person Specification.

If you want to chat about this role further, or ask specific questions about HMSC, you can contact us by email at: joinus@haringeymsc.org.uk

Role Profile

JOB TITLE: Project & Casework Coordinator (Asylum)

HOURS: The core role is offered at 28 hours a week (4 days).

If you are already IAA Level 1 qualified and have experience of giving immigration advice, then HMSC can offer the role at 5 days per week to include an additional day of advice work. If you are interested in this option, please contact us before applying.

LOCATION: At HMSC's office in N15, at Resettlement Team hub locations in Wood Green (N22) and Tottenham (N17), in various community locations depending on need and some days working from home. As this is a face-to-face role, there is a requirement to work face-to-face on certain days at specific locations that cannot be negotiated.

FLEXIBILITY: Please contact us if you would like to discuss working arrangements.

CONTRACT: Fixed until March 2026, may be extended depending on funding.

SALARY: £36,050FTE; (£28,840 pro rata at 4 days/week)

ACCOUNTABLE TO: General Manager and Immigration Adviser

PURPOSE OF THE POST

Asylum Seekers face a fast-changing, acutely difficult, external environment. This impacts on their access to legal advice, accommodation, and other support services.

In Haringey this includes asylum seekers at support hotel/s, in Home Office dispersal accommodation in the community, those living independently, and rough sleepers.

There is a chronic undersupply of legal aid representation for asylum seekers at all stages of the process, creating a need for responsive, resident-led access to advice and information. This project seeks to address this through close partnership work with Haringey Council's Resettlement Team to develop improved systems, expand access to relevant information, build knowledge and capacity in partner organisations, and to offer direct advice where necessary.

The Project & Casework Coordinator will coordinate all aspects of the project, including managing partnerships and providing direct and second-tier advice and training. The postholder will not be representing asylum seekers in their immigration matters.

PROJECT TEAM

The Project team will consist of the Project & Casework Coordinator and our experienced Immigration Adviser who will oversee the Project & Casework Coordinator on Immigration matters. The Project & Casework Coordinator will be line managed by HMSC's General Manager.

Duties and activities of the post

(1) Project management

- Undertake the initial planning and launch of the project, with the oversight of HMSC's General Manager
- Lead for HMSC on the ongoing development of the project, responding to the needs of the project as it progresses
- Coordinate the relationship with the Resettlement Team
- Manage the day-to-day activities of the project
- Identify obstacles as they arise and work collaboratively to resolve them
- Maintain records, and undertake monitoring associated with the project
- Manage any volunteers associated with the post

(2) Development of best practice

- Attend regular outreach sessions at hotels and Welcome Hubs
- During the first three months the Project & Casework Coordinator with the support of the Immigration Advisor and in partnership with the Resettlement Team will conduct an audit process for all residents of one 120-person hotel (representing 30 families/claims). During this initial period, co-working closely with the Resettlement Team, the project will establish the basis of a best practice that can be honed and adopted by the Resettlement Team for work with asylum seekers elsewhere in the borough.
- Following the audit you will work closely with the Immigration Advisor to:
 - Assist the Resettlement Team to assess the needs of newly presenting asylum seekers
 - Work with the Resettlement team to develop and refine their methods of assessing asylum seeker needs (with the Immigration Adviser)
 - Review individual needs assessments and identify cases where non-routine follow-up work needs to be undertaken (see (3) Casework)
- With the Immigration Adviser you will also, on an ongoing basis:
 - Provide second-tier advice to the Resettlement team
 - Assist the Immigration Adviser to prepare, host and resource relevant and timely information sessions for asylum seekers once per quarter
 - With the Immigration Adviser, provide troubleshooting training to Resettlement Team staff for routine tasks, such as resolving ARC or documentation issues
 - Work with the Immigration Adviser to provide written updates on developments in the asylum legislation and support for the council's resettlement team.
 - Deliver training to wider council staff to build understanding of statutory entitlements and obligations throughout the asylum process

(3) Casework

Whilst this project primarily seeks to build capacity at Haringey Council to assist asylum seekers in the community, there will be occasions when issues that arise are non-routine in nature and/or require regulated immigration advice. The Project & Casework Coordinator will therefore build a limited caseload for this type of work and complete tasks to progress cases as below:

- Undertake thorough needs assessments where required
- Under the supervision of HMSC's immigration advisor:

- Directly undertake IAA (formerly OISC) 1 regulated work such as changes of address, variation of bail conditions
- Provide-in depth casework support to asylum seekers, for example an asylum support issue or gathering documentation to bolster an asylum claim evidence bundle
- You will also work alongside and utilise the resources of HMSC's casework and advice service to resolve other non-routine casework that the Resettlement Team does not have the expertise to complete
- Make referrals to expert organisations (e.g. for victims of trafficking)
- Maintain detailed, accurate records on cases including outcomes and regularly review their progress
- While the project will not make referrals to immigration solicitors as a matter of course, there may be circumstances in which you will identify a possible representative and will make a referral to them
- Referring cases back to the Resettlement Team once non-routine work has been completed
- Identify and communicate Safeguarding concerns to the DSL and in line with policy

(4) Professional development

- Work towards IAA Level 1 immediately and Level 2 within 12 months (if not already qualified)
- Attend clinical supervision with an appropriately qualified supervisor as agreed with line manager
- Take responsibility for identifying areas of own knowledge and expertise that need to be updated through training and to attend those training as agreed with line manager
- Undertake other relevant training as required by HMSC
- Participate in meetings with partner organisations / sector meetings on key issues as agreed with line manager

(5) Other Duties:

- Identify and collect key information, statistics and case studies on HMSC visitors and the issues they face which can be used for the purposes of improving service quality, to meet the requirements of funders, and to assist relevant policy/strategic legal work
- Ensure that services are delivered to agreed standards, including IAA Code of Standards;
- Ensure that confidentiality and data protection are maintained in relation to all aspects of the service
- Carry out administrative tasks relevant to the post, including report writing where required.
- Maintain good administrative and IT systems relevant to the post

(6) Overarching responsibilities

- Give effect to HMSC's aim of providing a safe and empowering environment for its visitors.
- Actively participate in maintaining clear personal and professional boundaries
- Express in practice the values and ethos of HMSC in the way people are treated
- Enable and encourage visitors (clients) to take advantage of the opportunities and services provided by and at HMSC
- Follow and implement sensitively HMSC's policies and procedures
- To undertake other tasks necessary for the smooth running of HMSC and the delivery of its services in agreement with line manager

Person Specification

	<u>Project & Casework Coordinator</u>
<u>Experience</u>	<p>Essential</p> <p>Casework:</p> <ul style="list-style-type: none"> • Experience of working in an organisation providing high-quality information/advice to asylum seekers, refugees or migrants • Significant experience of working with vulnerable people in an advocacy or casework role • Experience of managing a caseload including leading on cases and undertaking advocacy • Experience of working in person with vulnerable people or people in distress • Experience of making effective referrals to the right organisations • Demonstrable experience in maintaining and communicating clear boundaries in a casework or service provision context • Experience of identifying and escalating issues outside of your qualifications/knowledge • Experience of maintaining case notes and electronic records including recording case outcomes <p>Project Management:</p> <ul style="list-style-type: none"> • Experience of coordinating a project • Experience of maintaining effective working relationships with a range of agencies or partners • Experience of working independently within a larger whole including planning and managing your own workload and delivering and reporting on set criteria • Experience of managing multiple priorities and time pressures • Experience of solving complex problems, demonstrating flexibility, creativity and responsiveness to meet the needs of a project <p>Desirable</p> <ul style="list-style-type: none"> • Experience of giving advice to migrants • Experience delivering training • Experience of providing second-tier advice • Lived experience of navigating the asylum system and/or lived experience of navigating the hostile environment. If you would like this experience to be considered as part of our recruitment process alongside the rest of your application, please let us know in your personal statement. You do not need to give any details about the details of your own experience unless you wish to.
<u>Skills</u>	<p>Essential</p> <ul style="list-style-type: none"> • Excellent written English and verbal communications skills, adaptable to differing audiences, including those for whom English is not their first language

	<ul style="list-style-type: none"> • Understanding of and ability to engage with refugees’ and migrants’ issues with cultural sensitivity and awareness • Ability to retain complex information and communicate its relevance both verbally and in writing • Proactive and holistic approach to addressing complex issues; excellent problem-solving skills • Proven ability to design and implement systems • Ability to synthesize documentation - extracting and re-presenting key elements accessibly • Accuracy and attention to detail <p>Desirable</p> <ul style="list-style-type: none"> • Ability to prioritise and allocate a demanding case load, effectively distinguishing between urgent and important tasks. • Ability to identify, agree and implement case plans
Knowledge	<p>Essential</p> <ul style="list-style-type: none"> • Demonstrable knowledge and understanding of the support available to asylum seekers, including statutory and non-statutory support agencies • Desire to work towards IAA (formerly OISC) Level 1 (Asylum & Protection) accreditation immediately and IAA 2 within 12 months (if not already qualified) • An in-depth understanding of the barriers asylum seekers face to access to support services, legal representation and statutory support • Knowledge of other refugee, migrant, homelessness and appropriate relevant non-statutory organisations • Working knowledge of UK legislation affecting asylum seekers, refugees and migrants <p>Desirable</p> <ul style="list-style-type: none"> • Accredited to IAA Level 1 or 2 in Asylum and International Protection • Understanding of the asylum advice sector and of the issues facing immigration advisors and representatives • Experience and understanding of working to Quality Assurance / Regulatory Standards
Special Circumstances	<p>Essential</p> <ul style="list-style-type: none"> • Commitment to ongoing training and keeping relevant knowledge up to date • Commitment to maintain confidentiality of visitors’/volunteers’ information and to remain responsive to their needs • Commitment to the principles of equal opportunities <p>Desirable</p> <ul style="list-style-type: none"> • Availability to work outside of normal office hours (evening or weekend meetings or emergencies) on rare occasions