



## Casework Coordinator application pack

### Overview

This is a fantastic opportunity to work for a charity providing vital support to some of the most deprived members of our community. The Watford and Three Rivers Refugee Partnership (WTRRP) is a relatively small grass roots organisation established for over twenty years, that provides services to refugees, asylum-seekers and other vulnerable migrants in our area, to improve their well-being, confidence and interaction with public and other services.

We are supported by the National Lottery Trust and other charitable organisations and individuals.

We are looking for a full-time Casework Coordinator to work alongside a dedicated team of volunteers and our part-time Office Manager, and to be a part of our journey as we make the transition from a volunteer-run to a professional organisation. We have been able to secure funding for two years for this post initially (and aim to extend this when we can). We would like the successful candidate to start work as soon as possible.

We are looking for someone with experience of casework and of supporting asylum seekers and refugees. In return we can offer you an interesting and rewarding role. We are an inclusive organization and welcome applicants from all backgrounds.

**Salary:** £27,000-£33,000 full-time, depending on experience.

**Working hours:** 37 hours per week with some flexibility regarding working days.

**Duration:** 2-year term, with good prospects of extension

**Location:** WTRRP, St Mary's Church, Church St, Watford WD18 0EG

**Closing date** for applications: 10 September 2024

**Interview dates:** planned for week of 16 September 2024

If you have any queries or would like an informal conversation about this role, please email Tim Whittaker, Chair of WTRRP Trustees, on [tim@wtrrp.org.uk](mailto:tim@wtrrp.org.uk) with your phone number and a suitable time for us to call, or phone 0776 882 1189, or write to WTRRP at St Mary's Church, Watford WD18 0EG

We will ask for references from the successful candidate after interview, and will also require a DBS check.



## Job summary

Our clients are generally defined as those who are in the area of Watford Borough and Three Rivers District in West Hertfordshire, who are in the process of applying for immigration status in the UK, or who have needs related to this. The Casework Coordinator role will focus on ensuring that asylum seekers and refugees engaging within our service will receive specialist information, advice and advocacy support. This role will provide case work support to clients dealing with key issues of immigration, housing, welfare and health. You will work alongside a strong established group of volunteers who currently provide a number of roles within the organisation including Case Working.

## Principal Responsibilities

In roughly descending order of importance, you would:

- Manage a caseload of clients who require specialist advice and support, ensuring that complicated cases are progressed effectively, including detailed record-keeping.
- Work effectively with the Committee, Office Manager and our caseworker volunteers to manage the WTRRP's caseload of clients ensuring that individuals' cases are progressed and issues resolved, including the running of regular Case Review meetings and managing the minutes and case records.
- Offer support and guidance, including training where appropriate, to volunteer Caseworkers and Befrienders.
- Implementation of our safeguarding policies coordinating with our Safeguarding Lead.
- Take a lead role in WTRRP's weekly Drop-In sessions (currently) on Tuesdays 11am – 1pm for new and existing clients.
- Manage a referral phone line.
- Process enquiries about WTRRP, take referrals for clients and contribute to regular referral intake meetings, offering triage support and signposting for clients that WTRRP cannot take on.
- Create links and work effectively with public sector agencies (such as Job Centre Plus, NHS services, Local Authorities, Social Services, local schools etc.) to ensure our clients can access all entitled support in a timely and appropriate manner.
- Create effective referral relationships within the refugee sector and wider voluntary sector to ensure our clients have access to high quality and effective support through specialist agencies and services, where these are available.



## Qualities and skills:

You will be able to work on your own initiative and independently, with good organisational skills and IT knowledge.

You will be a team-worker with good communication skills, and should have experience of casework, and of working alongside volunteers. You will have safeguarding skills in relation to vulnerable adults and children.

You will have a good understanding of the issues affecting asylum seekers, refugees and people seeking Leave to Remain (or those who have acquired it recently), and the barriers that can prevent them from integrating effectively.

You should have experience of providing advice in relation to the welfare benefit system and the impact of any changes to the law on our clients, and be able to keep abreast with changes as they take place, and the impact these changes will have on our clients.

## Desirable experience:

This is likely to include experience of advocating on behalf of vulnerable client groups to ensure that they get fair access to statutory and other services, including a knowledge of housing options available to our clients and the mechanisms that can be used to advocate effectively on behalf of clients with local authorities, hostels, night shelters and other forms of accommodation.

Experience of working with people from a wide variety of cultural backgrounds, and/or skill in any of our clients' languages, would be a bonus.

We use the services of a number of legal professionals, but if you have OISC Level 1 (or higher) qualification or are willing to study for this in the future, this would be valuable in supporting our clients.

## Proposed terms of employment:

- Salary: £27,000-£33,000 depending on experience and qualification
- Duration of contract: two years, extendable
- Working time: 37 hours per week. This will include evening and weekend work from time to time for committee and volunteer support meetings.
- Place of work: WTRRP's office (or from home when agreed with the Trustees), and outreach which may include appointments in the community
- Benefits: Pension contribution up to 5% of total salary + refund of work-related travel expenses at the current rate of £0.45 per mile
- Holiday entitlement: 20 days plus statutory bank holidays including the days between Christmas and New Year when the office is usually closed.
- The successful applicant will require a satisfactory Enhanced DBS check.