



WATFORD AND THREE RIVERS REFUGEE PARTNERSHIP

Registered charity 1162226

Casework Coordinator Job Description

Contract – Three years, extendable

Location – Watford, Herts (on-site)

Hours – Full time (37 hours per week)

Salary – £25,000-£30,000 per year

Watford and Three Rivers Refugee Partnership (WTRRP)

We are a small grass roots organisation established for over twenty-five years, principally volunteer led. We are supported by the National Lottery Trust as well as other charitable organisations and individuals.

We have a part time Office Manager and are excited now to be in the position to recruit a full-time salaried Casework Coordinator, to enhance and build upon the support that our current volunteers provide to our clients in the local area.

Our vision continues to be to serve vulnerable and needy people; both adults and children in the Watford and Three Rivers areas of West Hertfordshire who are without Indefinite Leave to Remain in this country and often without Recourse to Public Funds. Our objective is to provide practical and emotional support, ultimately helping our clients to achieve a sustainable position as full members of our society.

We are based at St. Mary's Church in central Watford, and our volunteers run a regular 'Drop-In' service, a weekly Social Hub, regular ESOL classes as well as befriending and casework.

Job description

The role of a Casework Coordinator is to deliver support to WTRRP's clients in accessing services and empowering them to resolve complex needs.

You will manage and work alongside our strong established group of volunteers who currently provide a number of roles within the organisation including casework.

Our clients are generally defined as those in the area who are in the process of applying for immigration status in the UK, or who have needs related to this.

Principal Responsibilities

The Casework Coordinator will take on these activities (approximately in descending order of importance), working with our volunteers as appropriate:

- Manage our caseload of clients who require advice and support, ensuring that complicated cases are progressed effectively.
- Provide support and guidance to volunteer caseworkers and befrienders as they assist clients.



- Attend WTRRP's weekly Social Hub and Drop-In sessions (currently Tuesdays, 11am – 1pm plus setting up and clearing time).
- Work as part of our Case Review Team in the running of regular Case Review meetings and managing the case records.
- Work effectively with the Committee, Office Manager and core volunteers to manage the WTRRP's caseload of clients ensuring that individuals' cases are progressed and issues resolved.
- Manage our referral phone line (in cooperation with our Office Manager).
- Be available on occasional evening or weekend meetings on agreed dates.
- Support our volunteers in processing enquiries about WTRRP, taking referrals for clients, offering triage support and signposting for clients that WTRRP cannot take on.
- Work with our Volunteer Co-ordinators to ensure that volunteers have a voice and have access to wellbeing support should they need it.
- 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.
- Maintain awareness of changes in government policy and legislation – especially around immigration – that may affect the advice and support needs of our clients, and help ensure that volunteers involved within the service have a good knowledge of the issues affecting our clients.

Essential qualities and skills:

- A team-worker with good communication skills.
- Experience of casework, and of working alongside and supporting volunteers.
- Able to work on own initiative and independently.
- 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.
- Good knowledge of the welfare benefit system in the UK, keeping abreast with changes as they take place, and the impact these changes will have on our clients.
- Safeguarding skills in relation to vulnerable adults and children. Evidence of having undertaken safeguarding training would be desirable.
- Organisational skills with good IT knowledge.

**Desirable experience:**

- Experience of advocating on behalf of vulnerable client groups to ensure fair access to statutory services.
- Experience of working with people from a wide variety of cultural backgrounds.
- 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.
- OISC Level 1 (or higher) qualification, or willingness to obtain this qualification.
- Knowledge of one or more of the languages of our clients would be a bonus.

Proposed terms of employment:

- Salary £25-£30,000, dependent on experience and skills.
- Hours of work: 37 hours per week; working hours by mutual agreement. This will include occasional evening and weekend work for committee and volunteer support meetings.
- Type of Contract: three years, extendable.
- Place of work: WTRRP's office in central Watford (or from home when mutually agreed), and outreach including appointments in the community.
- Benefits: Pension contribution up to 5% of total salary and refund of work-related travel expenses.
- 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.

Our contact details:

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