

## Caseworker Role (OISC Level 1, 2 and 3)

### **About us**

The Refugee and Migrant Centre (RMC) is an established, multi award winning charity that provides a safe, welcoming environment to thousands of refugees and migrants living in the Black Country and Birmingham.

Our highly skilled and diverse staff team provide a broad range of services including advice and support on immigration (OISC regulated level 1, 2 & 3), employment, welfare, education, ESOL, housing, homelessness, destitution, citizenship, health and wellbeing.

RMC have been assisting beneficiaries to access and sustain appropriate accommodation and improve their housing and living conditions for nearly two decades. RMC also deals with many aspects of homelessness, destitution, rough sleeping, exploitation, etc.

### **Purpose of the Job:**

#### **Why work for us**

Our culture is what makes us unique. We encourage an open, honest working environment where people are valued. We're always challenging each other to learn and improve, because we know when we work together, we can deliver better outcomes.

#### **What you will be doing**

All Caseworkers (Levels 1,2 and 3) will be required to carry out the tasks shown below. The skill level to progress from one level to the next level is also detailed below.

- To provide professional and effective OISC regulated casework as well as advice, guidance and support to a broad range of RMC's service users.
- To assist/support the team and the management to meet the needs of the beneficiaries and achieve targets.
- To support and supervise colleagues on a lower level of OISC regulation and designated volunteers.
- To deliver presentations and represent RMC at meetings/events when required by management.
- To take responsibility of projects related to the job

#### **Principal Tasks**

##### **Working within the team**

To ensure the requirements of OISC are respected and met during the delivery of immigration-related advice and casework.

To assist the senior colleagues and managers in order to drive efficiency, quality, systems improvement and target achievement.

To supervise and/or manage colleagues on a lower level of OISC-regulation and designated volunteers.

##### **Casework and advice**

To offer advice & casework to service users with various aspects related to their immigration case.

To deliver the appropriate level of casework either independently or under supervision, depending on the level of OISC registration.

To provide appropriate support and mentoring to any caseworkers and/or advisors that are under this role's supervision.

To maintain confidentiality in all dealings with service users and ensure their needs are met in a satisfactory and sensitive manner.

### **Other**

To be responsible for the day to day delivery of specific projects if requested by the Senior Management Team—this is flexible and could change depending on the nature of funding.  
To represent RMC at external meetings and events when required by senior colleagues.

To maintain effective working relationships with partners and stakeholders.

### **Flexibility**

In order to deliver the stated aims of this post, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above. Such duties will fall within the scope of the job within the appropriate pay grade. The job description will therefore be subject to periodic review with the post holder to ensure it accurately reflects the duties that are being performed

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### **OISC Level 1**

| Skill / experience   | Essential | Desirable |
|--|-----------|-----------|
| OISC Level 1 Accreditation or equivalent   | X         |           |
| Commitment to working towards level 2  | X         |           |
| Experience of advice work dealing with asylum seekers, refugees and vulnerable migrants.                           |           | X         |
| Ability to communicate complex information clearly to distressed clients.  | X         |           |
| Commitment to equality and diversity.  | X         |           |
| A proven high standard of communication skills, including written, oral, presentational and inter-personal skills. | X         |           |
| An ability to self-motivate and work independently.  |           | X         |
| Fluent in a community language   |           | X         |
| Experience of working in a multicultural environment and sensitivity towards other cultures.                       |           | X         |

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| Educated to degree level or equivalent.  |  | X |
| A proven record of team work and flexibility.  |  | X |
| Excellent listening skills and ability to empathise as well as establish boundaries to avoid emotional over involvement. |  | X |

## OISC Level 2

|   | Essential | Desirable |
|---|-----------|-----------|
| OISC Level 2 Accreditation or equivalent  | X         |           |
| Commitment to working towards Level 3   | X         |           |
| Experience of complex advice work dealing with asylum seekers, refugees, vulnerable migrants and 'outside of rules applications'. |           | X         |
| Ability to communicate complex information clearly to distressed clients.   | X         |           |
| Commitment to equality and diversity.   | X         |           |
| A proven high standard of communication skills, including written, oral, presentational and inter-personal skills.                | X         |           |
| An ability to self-motivate and work independently.   |           | X         |
| Fluent in a community language  |           | X         |
| Experience of working in a multicultural environment and sensitivity towards other cultures.                                      |           | X         |
| Educated to degree level or equivalent.   |           | X         |
| A proven record of team work and flexibility.   |           | X         |
| Excellent listening skills and ability to empathise as well as  |           | X         |

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| establish boundaries to avoid emotional over involvement. |  |  |
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### OISC Level 3

|  | Essential | Desirable |
|--|-----------|-----------|
| OISC Level 3 Accreditation or equivalent   | X         |           |
| Experience of delivering complex advice work dealing with asylum seekers, refugees, vulnerable migrants, 'outside of rules applications' and representation at tribunal. |           | X         |
| Ability to communicate complex information clearly to distressed clients.  | X         |           |
| Commitment to equality and diversity.  | X         |           |
| A proven high standard of communication skills, including written, oral, presentational and inter-personal skills.   | X         |           |
| An ability to self-motivate and work independently.  |           | X         |
| Fluent in a community language   |           | X         |
| Experience of working in a multicultural environment and sensitivity towards other cultures.   |           | X         |
| Educated to degree level or equivalent.  |           | X         |
| A proven record of team work and flexibility.  |           | X         |
| Excellent listening skills and ability to empathise as well as establish boundaries to avoid emotional over involvement.   |           | X         |

### Salary

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|---------------------|--|
| <b>OISC Level 1</b> | <b>£23,000 per annum to £25,000 per annum</b>    |
| <b>OISC Level 2</b> | <b>£25,000 per annum to £27,000 per annum</b>    |
| <b>OISC Level 3</b> | <b>£29,000 per annum up to £31,000 per annum</b> |

### **What's in it for you?**

- 21 days holiday which increases with service
- Company matched pension, employee assistance programme, health and wellness support, mental health support
- Training and opportunities for advancement
- Team days / nights out

### **What we hope you'll do next:**

To apply for this role, please fill out our application form which is found on <https://rmcentre.org.uk/work-with-us/>

### **Equal Opportunities**

We're an equal opportunity employer, which means we'll consider all suitably qualified applicants regardless of gender identity or expression, ethnic origin, nationality, religion or beliefs, age, sexual orientation, disability status or any other protected characteristic. We recruit and develop our people based on merit and their passion for creating better outcomes, and we're committed to creating an inclusive environment for all employees.