



CASEWORKER JOB DESCRIPTION

- Job Title:** Caseworker
- Line manager:** Community Manager
- Working Hours:** 3.5 days / 26.25 hours per week
- Contract:** Temporary, until end of March 2027
- Start date:** Immediate
- Annual Salary:** £28,000 pro rata (£19,600 actual)
- Location:** Hybrid working between office (Newington Green, London) and home, although there are certain days of the week that caseworkers are required to work from the office.

About Room to Heal

Room to Heal is a human rights charity and therapeutic community based in London. We support people who have survived torture and organised violence to rebuild their lives in exile, through an integrated programme of therapeutic and casework assistance. We offer a range of activities including: therapeutic support groups, gardening, individual therapy and casework, creative workshops, cooking and social gatherings, and therapeutic retreats.

At the heart of our work lies the cultivation of community, through which our members can restore meaningful relationships, overcome the legacy of their traumatic experiences and integrate into the UK. Our community is currently made up of over 100 members from over 30 countries: including former political prisoners; people who have been persecuted on account of their sexuality or religious belief; and those who have escaped trafficking.

Role of Post

Provide casework support to members of our community who need help with accessing housing, education, training and employment, benefits or asylum support, destitution and financial support, and help with accessing good immigration and asylum legal support. You will work closely with another two caseworkers, and a team of therapists. This role also includes supporting community activities during the week.

MAIN DUTIES

Carry out one-on-one casework with Room to Heal's members concerning problems pertaining to:

- Immigration and asylum (this does not include giving legal advice)
- Destitution support
- Access to safe and appropriate accommodation
- Asylum support
- Statutory benefits
- Healthcare
- Access to education
- Training and employment opportunities
- Civil rights
- Housing and Homelessness

In addition to the above listed areas of casework, the caseworker role also requires the following:

- Encourage, support and empower members to undertake their own casework;
- Make appropriate client referrals and signposting, advise and advocate on behalf of clients to ensure the prevention of social deprivation;
- Advocate and liaise on behalf of members, when needed, in communication with authorities such as the Home Office, solicitors, doctors and medical professionals, local authorities, government departments such as the DWP, etc
- Ensure accurate and timely record keeping for follow up work, quality control, monitoring and evaluation (including timely recording on our database);
- Assist in supervision and coordination of casework volunteers;
- Accompany members to various appointments if deemed necessary and safe to do so; Alternatively, coordinate accompaniment of members by casework volunteers to key meetings.
- Coordinate the process of providing therapeutic reports, act as a liaison between therapists and solicitors, maintain up-to-date records of reports and work with finance manager to ensure payments are received;
- Following administrative systems, both electronic and paper, to effectively record and communicate information;
- Maintain monitoring and evaluation records in line with funders' requirements, working with fundraising and management team on reports to funders of Rth casework programme when necessary;
- Respect client confidentiality at all times in line with Rth's confidentiality agreements, consent forms and requirements under GDPR;

- Identify common member needs for the purpose of:
 - Providing consistent and accurate information
 - Signposting members and making referrals to appropriate service providers
 - Creating and developing factsheets for internal RtH use
 - Creating and developing factsheets in preparation for external and member use
 - Carrying out productive research and focused problem-solving
- Network with, and develop an existing database of, relevant migrant support organisations and other external agencies;
- Remain abreast of changes in immigration and civil law, including changes to legal aid and statutory benefits;
- Regularly attend and support community meals / gatherings and activities
- Attend all team meetings and community forums as and when required;
- Ensure issues relating to the members are communicated clearly between the casework and therapeutic teams.
- Undertake any other duties appropriate to the responsibilities of the post as requested;
- To be willing and available to work on occasional evenings and weekends as required.

PERSON SPECIFICATION

Essential skills and experience:

- Significant interest and/or experience in working in a community setting
- Experience of working with refugees and asylum seekers
- Experience of undertaking casework
- Knowledge and understanding of the rights and entitlements of refugees and asylum seekers in regard to the asylum process, housing, financial support, health, education and employment
- Knowledge of the UK asylum process and immigration law (no specific qualification required as we do not provide immigration advice)
- Ability to deal sensitively and empathically when working with vulnerable people
- Commitment to supporting and empowering members in accessing their rights and forging an independent life in the UK
- Understanding and ability to adhere to the Data Protection Act 2018 and adhering to confidentiality

- Ability to work to deadlines and manage a number of competing demands
- Ability to take the initiative and work independently
- Working well as part of a team and willing to collaborate with the caseworker who this role will be shared with.
- Computer literacy
- Excellent written and spoken English
- Administrative experience

Desirable

- Experience working with torture survivors
- Ability to maintain enthusiasm for a high level of contact with clients
- Experience of establishing and maintaining professional boundaries
- Experience of closely working in a small team
- Knowledge of communities and service providers dedicated to supporting migrants
- A sound understanding of mental health problems either through personal experience or previous work