

Children and Families Across Borders
Recruitment Pack



About CFAB

CFAB is the only UK charity with an international children's social work team and the only UK member of the International Social Service (ISS) network. We identify and protect the most vulnerable children who have been separated from their families in complex and often dangerous situations due to conflict, trafficking, migration, family breakdown or asylum-related issues.

Working with partners in 130 countries, we are experts in social work in an international context, cross-border child protection cases, care proceedings requiring cross-border cooperation and overseas placements.

WHY WORK FOR CFAB?

Everyone in our diverse and friendly team helps to make a positive difference to the lives of children who have become separated from their families. There are lots of ways to make an impact. From raising funds, to social work, to influencing policies and planning budgets, each role contributes to our vision of ensuring every child has access to care, protection and a safe family environment.

Our values of professionalism, impartiality and respect underpin everything we do to provide care and protection for children in need, and to reunite them with family wherever possible. These values also provide a framework for the way we work at CFAB.

Staff Benefits

We value our staff and provide a competitive package of benefits which includes:

- 26 days of annual leave plus 2 personal days per year
- 5% Employers Pension Contribution
- An Employee Assistance Programme with access to private GP appointments, mental health support and retail and leisure discounts
- Flexible and hybrid working
- A Time Off in Lieu (TOIL) policy for overtime
- 7 hours of volunteering leave per year
- A generous training allowance
- Long-term Service Awards
- Employee Recognition Awards
- Access to a Working from Home Equipment Fund
- Eye Care Scheme
- Regular Social Events

Job Title: Inter-Country Caseworker

Reporting to: Service Manager, ISS Team

Hours: 35hrs per week (full time)

Salary: £27,500 (including London Weighting)

Contract Type: Permanent

Location: Both home and office based (hybrid)

Application deadline: To apply, please send a full CV and covering letter detailing how you meet the requirements of the role and outline why you are interested in working for CFAB to <https://system.citrushr.com/Job?uid=mtapqwshklwnueveojr> by 22 October 2026 at 5pm.

Interviews will be held on a rolling basis.

As a cross-border, cross-culture children's charity, Equality, Diversity and Inclusion is at the heart of what we do. We are committed to fostering a workplace that promotes mutual respect and allows equal opportunity for all. We seek applications for candidates with diverse backgrounds including, but not at all limited to, family overseas, experience being raised by non-biological parents, ethnic minority communities and people with health conditions or impairments.

Job Outline:

CFAB is a national charity and the UK branch of the International Social Service network. CFAB's social work team helps to resolve cases involving child protection, children in care, unaccompanied children, and vulnerable adults when the case crosses international borders. CFAB social workers and caseworkers offer advice and guidance to individuals and local authorities and help to link social work services between the UK and other countries.

The main purpose of this role is to assist with the day to day running of the CFAB Advice Line and **manage a caseload of allocated inter-country cases originating from the UK or overseas.**

Key responsibilities:

To participate in running the advice line service and responding to enquiries made to CFAB:

- Offer advice to local authority professionals, NGOs and individuals on international child protection issues and casework
- Advise on CFAB referral procedure and fees
- Send follow-up information and documents to enquirers
- Liaise with overseas partners for advice and country-specific information

To manage a caseload of allocated cases originating from the UK or overseas:

- Offer advice and guidance to referrers on good practice in international child protection casework
- Assess cases referred to CFAB, identifying the intervention required and the resources/agency to undertake it
- Prepare information for referral abroad or to an agency in the UK
- Establish, develop and maintain good relationships with clients and/or agencies in the UK and overseas to ensure the progression of cases to resolution
- Ensure smooth implementation of finance systems including invoicing for casework
- Ensure that all cases are dealt with in a manner consistent with CFAB guidelines and good practice standards

To support administration and quality assurance of CFAB's case management:

- Collate and compile data on country information
- Input new case referrals to electronic case system
- Support the preparation for weekly case allocations meetings
- Monitor incoming email enquiries and referrals
- Liaise with social work database provider on behalf of the Social Work Team
- Update and maintain team databases

To support the development of the Social Work Team and wider CFAB team:

- Participate in social work and CFAB team meetings
- Actively participate in regular supervision meetings with line manager
- Represent CFAB appropriately to external partners
- Contribute to special projects and training delivery as required

To be adaptable and willing to take on new roles and responsibilities as the services of CFAB develop in response to the changing needs

Person specification: (Skills, Abilities, Knowledge and Experience)

Essential:

- Degree level education or equivalent work experience
- Understanding of the local and international rights of children and families
- Understanding of the needs of children separated from their families and at risk of harm
- Ability to respect and maintain confidentiality
- Be self-motivated and able to work independently
- Ability to establish good relationships with service users and stakeholders
- Reliability and commitment
- I.T. literate
- Fluency in English
- Ability to plan, record and evaluate through recording and written reports
- Ability to work non-judgementally with vulnerable clients
- Ability to prioritise workload
- Ability to work as part of a team
- Right to work in the UK

Desirable:

- Work experience in relevant child and family work
- Experience in advice work/working on a helpline
- Fluency in Spanish, French, or another language

- Good presentation skills
- Experience of working with vulnerable children or adults
- Knowledge of Salesforce
- Knowledge of domestic and international child protection legislation and policies

This job description is a non-contractual document and may be changed at any time by CFAB. All employees are expected to be flexible over the tasks/duties and responsibilities of their roles in order to meet the needs of both of CFAB and our service users/partners.