

Company number: **07448744**

Charity number: **1139685**



**YOUNGROOTS**

Supporting young refugees

# Young Roots Application Pack

Senior Caseworker– 6  
months FTC

June 2024



## Role description – Senior Caseworker

**Hours: 35 hours a week, full-time (flexible working will be considered)**

Must be available to attend the following activities to pick up casework arising in our youth activity spaces that are scheduled to happen:

- Monday (10.30 am – 2 pm)
- Tuesday fortnightly (5 pm -7 pm)
- Wednesday 5 pm -8 pm
- Thursday fortnightly (5 pm-9 pm)

**Salary: £34,990 per annum pro rata**

**Start date: ASAP**

**Reports to: Casework Manager (Brent)**

**Location:** This role is primarily based in our Brent sites with occasional travel to our Croydon and Kings Cross offices and an all staff meeting in central London once per month. However, our hybrid working model allows staff members to do some homeworking.

### **Benefits**

25 days holiday per year plus bank holidays and incremental leave (pro rata), three extra days over the holiday period, flexible working, occupational sick pay; pension contributions; Employee Assistance Programme; and a wide range of opportunities for skills development.

## **The Role**

The Young Roots Casework Service aims to improve the life chances of young refugees and asylum seekers and to support them to reach their potential by accessing their rights and entitlements.

Young Roots has a strong ethos of youth participation, believing that young refugees and asylum seekers are capable of and should be supported in advocating for their rights and making decisions. We believe that young refugees and asylum seekers should be free from discrimination and treated equally and enjoy the full range of human rights. The Advice & Support Caseworker will be responsible for providing intensive 1-to-1 practical and emotional support to young refugees and asylum seekers (11 to 25 years old). The caseworker will manage their own caseload and work closely with the Brent Casework Team and Hub Partners. They will support the Services Manager with monitoring and evaluation of the service.

## **DUTIES AND KEY RESPONSIBILITIES**

### **Supporting young people**

- Working closely with children and young people to support them and advocate on their behalf to enable them to access their full statutory rights and entitlements to education, social services support, housing, health care and legal advice.
- To accompany young refugees and asylum seekers to appointments with social services, solicitors, court hearings, GPs, mental health services, colleges/schools, and other support services/ organisations.
- To support children and young people through the asylum process, including enabling access to legal representation and support through age assessments, appeals, and detention.
- To facilitate access to other services as needed.
- To participate in team meetings and regular supervision, including clinical supervision.
- To attend the Young Roots Advice & Support Hub in Brent on a weekly basis to offer casework support.
- Any other duties as mutually agreed with the Brent Casework Manager.

### **Managing Casework Interns and Volunteers**

- To manage casework interns and volunteers.

### **Monitoring and Evaluation**

- To keep accurate written records of casework support provided using Lamplight software.
- To contribute to monitoring and evaluating the impact of this service including conducting case study interviews.

## **GENERAL RESPONSIBILITIES**

- To attend and take part in training as agreed with your manager.
- To attend regular supervision, clinical supervision, team, and case discussion meetings as agreed with your manager.
- To ensure child protection procedures are followed and that safeguarding young people is paramount.
- To read, understand, and agree to Young Roots child protection/safeguarding policy.
- To read, understand and implement the Young Roots Equal Opportunities pol

**PERSON SPECIFICATION**

<b>CRITERIA</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>• Excellent verbal and written communication skills</li> <li>• Ability to empathise, communicate and engage effectively with young people in distress</li> <li>• Ability to handle complex, sensitive and confidential information appropriately</li> <li>• Ability to work independently, manage own workload and handle stress</li> <li>• Strong advocacy skills</li> <li>• Good team working skills</li> <li>• Good administrative and IT skills</li> <li>• Good time management skills</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to speak one or more refugee community languages is highly desirable</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Experience of providing casework support to refugees and asylum seekers.</li> <li>• Experience of carrying out monitoring and evaluation activities</li> <li>• Experience of outreach work with refugee and migrant communities</li> <li>• Experience using participatory methods to work with young people</li> </ul>	<ul style="list-style-type: none"> <li>• At least 1 years' experience of providing casework support to refugees and asylum seekers</li> <li>• Experience of working in the local area (Brent)</li> <li>• Experience of supervising and motivating staff or volunteers</li> </ul>
<b>QUALIFICATIONS</b>		<ul style="list-style-type: none"> <li>• Certified at OISC Level 1 or willingness to pursue it</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Knowledge of the UK asylum and social care systems for young asylum seekers and refugees, incl. for Unaccompanied Asylum-Seeking Children and young people who have come to the UK with their family</li> <li>• Understanding of the challenges experienced by young refugees and asylum seekers in London</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of services and organisations working with young refugees and asylum seekers in the local area (Brent)</li> </ul>

	<ul style="list-style-type: none"> <li>• Experience of child protection issues and safeguarding processes</li> </ul>	
<p><b>PERSONAL ATTRIBUTES AND OTHER REQUIREMENTS</b></p>	<ul style="list-style-type: none"> <li>• Flexibility</li> <li>• Trust and integrity</li> <li>• Commitment to Young Roots' values</li> <li>• Willingness to work outside usual office hours</li> <li>• Willingness to undergo a DBS check for Young Roots</li> </ul>	

## What Young Roots offers

### ***Flexible Working, pension and our employee assistance package***

- We are committed to maintaining your work/life balance through hybrid working. We offer and operate a very popular TOIL (time off in lieu) scheme to allow you to work flexibly.
- 25 days annual leave (pro rata for hours and fixed term contract), increasing by a further day, after each year of service that falls at the start of the holiday year, up to a maximum of 28 days. An additional 3 days off between Christmas and New year. Annual leave is flexible, and you can carry up to 5 days forward.
- 5% employer contribution to your pension.
- A comprehensive Employee Assistance Package, and a staff/trustee Wellbeing committee with a focus on staff wellbeing.
- We have a range of generous employment policies intended to support staff wellbeing and promote diversity, equity and inclusion, including a sabbatical policy allowing employees to take extended periods of leave after completing a minimum period in post and generous maternity leave, special leave and sickness policies.
- Opportunities to be involved in our youth activities, visit our projects and connect with the essential work we deliver to our young people. We want all of our staff to feel committed to the work we do.
- Staff away days to connect with colleagues and contribute to our strategic direction

### ***A Diverse and Inclusive workplace***

- At Young Roots, diversity, equality, and inclusion are central to our values and how we work. We are proud of our commitment to diversity, equity, and inclusion and have a DEI committee to guide and lead our organisation. The committee is made up of trustees and staff members to ensure we reflect our commitment at all levels of Young Roots.

### ***Excellent Development and Growth Opportunities***

- We are committed to the continuous learning and development of all staff to enable people to develop individual skills and realise their full potential.
- We aim to engage all staff in training and ensure you get the training you need to do your job well.

## To Apply:

To apply, please submit your CV alongside a personal statement by the closing date outlining how you would be a great fit for the role.

Your personal statement should be no more than 800 words, answering the following questions:

1. What is your motivation for working with Young Roots?
2. What is your motivation for applying for this role specifically?
3. What skills and experience would you bring that will enable you to be successful in this role? Please ensure you refer to the essential criteria on the person specification and provide examples to demonstrate how and where you meet the criteria.

You may submit your personal statement in writing, or via video.

Please email your application to [HR@youngroots.org.uk](mailto:HR@youngroots.org.uk).

Please email your equality monitoring form separately to [HR@youngroots.org.uk](mailto:HR@youngroots.org.uk)

If you've any questions regarding this role, please contact the HR team in the first instance.

**Closing date: 17<sup>th</sup> June 2024 at noon**

**Interview date: 25<sup>th</sup> June 2024**

Young Roots recognises the positive value of diversity, promotes equity and challenges discrimination. We welcome and encourage applications from people of all backgrounds, particularly those who can face disadvantage in employment, such as people from Black, Asian and minority ethnic backgrounds, LGBTQ+ individuals and people with disabilities. As an organisation that supports refugees, asylum seekers and migrants, we particularly welcome applications from people within these communities. **We offer a guaranteed interview for those with lived experience of the asylum system and those with disabilities, where they meet the essential elements of the person specification.** If aspects of the application process create barriers to you applying and you'd like any adjustment to the process or you'd like an informal discussion or advice on your application, please get in touch. We would also like to alert you to the existence of organisations which supporting people from under-represented groups to access employment, who can advise you on applying for this role. For example, [Scope](#), [Young Women's Trust](#) and [Experts by Experience](#).

Young Roots is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. We operate a system of safer recruitment and employment is subject to receipt of satisfactory references, pre-employment checks and a DBS check.



## About Young Roots

Founded in 2004, Young Roots works with young refugees and asylum seekers aged 11-25, in London, to improve their wellbeing and fulfil their potential. We provide direct services for young people, including youth and sporting activities, one-to-one intensive Casework support, access to therapeutic and legal support, English-language learning, and youth leadership. We run services in Croydon, Brent, and Kings Cross supporting hundreds of young refugees and asylum seekers each year, from 40+ countries, many of whom are unaccompanied.

We have an ambitious strategic plan, framed by our values, which includes our aim to draw on our deep understanding of the challenges young refugees and asylum seekers face to advocate for better systems and policies, both locally and nationally, with and for the young people we support and the wider community of refugees and asylum seekers in the UK.

Young Roots is committed to its responsibilities under safeguarding and expects all staff and volunteers to share this commitment. This post is subject to a satisfactory DBS disclosure, as well as a need for a full employment history and up-to-date employment references. Please note, that we are only able to accept applications from candidates who are eligible to work in the UK. We are unable to progress applications that would require sponsorship.

Young Roots is an equal-opportunity employer. People with lived experience of the asylum system, from Black, Asian, and minority ethnic backgrounds, LGBTQIA+ individuals, and people with disabilities are strongly encouraged to apply.

No agencies, please.

*“I have become more confident to speak up and enjoy my time. I used to have no one at UK to support me but Young Roots is like a family to me.”*

*“I was worried about the future but now I feel supported.”*

## Our Vision

A compassionate and welcoming society for young people seeking safety in the UK.

## Our Mission

To work alongside young people seeking safety in the UK, building trusted relationships, providing practical and emotional support and promoting young people's rights and power. .

## Our Values

Our values are at the heart of everything we do. These are:

- **Integrity** – we act courageously and independently in the best interests of young people, as determined by them, and are transparent and accountable for our actions.
- **Openness** – we are adaptable and open to change. We are curious, reflect on our impact, and are keen to learn how to do things better.
- **Kindness & compassion** – we prioritise kindness and compassion, to build supportive relationships and promote wellbeing. We focus on supporting the wellbeing of our staff and volunteers.
- **Inclusivity** – we believe we have an important role to play in addressing societal inequities. We value the benefits of diversity and we strive to be inclusive. This affects all aspects of our work, including our work with young people, our team and our wider strategy.
- **Empowerment** – we believe in the unique strengths of each member of staff and each individual young person. We trust our team to act autonomously and transfer power to young people to build their autonomy, independence and agency.

*“Being listened to by the staff has helped me a lot. There were so many times, I felt so overwhelmed and needed someone just to listen to me.”*

*“I had a dream about coming to the UK - a dream for a better life and future. But it has been a struggle for the years that I have been here. I have had some terrible experiences. Young Roots have helped me get over some of those experiences and to look forward.”*



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## **Young Roots**

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