

Job Description

Part-time Immigration Caseworker

Location: Broadmead Baptist Church, Chigwell Road, Woodford Green IG8 8PE

Responsible to: Board of Trustees

Purpose of Post

- To conduct high quality immigration casework and manage own caseload under the supervision of the Casework Supervisor.
- Support the provision of a holistic support service that ensures that the needs of clients are addressed through the provision of information, advice, signposting and/or referral.
- Act as Designated Safeguarding Lead, with operational responsibility for day-to-day management of safeguarding concerns.

Main Tasks and Responsibilities

Casework

- Provide high quality legal advice and representation to refugees, asylum seekers and other migrants.
- Prepare applications, representations and supporting evidence in accordance with IAA requirements.
- Undertake legal research where required to support case preparation and client advice.
- Liaise with referral agencies, government departments and local authorities.
- Maintain confidentiality and comply with data protection legislation and organisational policies.
- Assist with the preparation of reports and information required by funders, regulators and trustees.
- Maintain accurate and up to date client records and files (in line with file management procedures).
- Deliver legal advice at outreach surgeries as and when required and at coffee mornings on Saturday mornings when required.

Safeguarding

- To act as Designated Safeguarding Lead and ensure safeguarding concerns are appropriately identified, recorded and managed in accordance with the charity's safeguarding procedures.

- To maintain safeguarding records and support the review and implementation of safeguarding policies and procedures.
- To undertake safeguarding training appropriate to the role and keep knowledge up to date.
- To promote a culture of safeguarding across the organisation and raise concerns promptly where risks are identified.
- To provide advice and support on safeguarding concerns for staff.

General

- To contribute towards, and participate in, project work that is designed to assist particular groups of people.
- To be proactive , including managing confidential documents, copying, and maintaining case files.
- Ensure adherence to WWMS's Policies and Procedures.
- Attend internal training and external training as and when required.
- Act as a positive ambassador for the Charity at all times
- Undertake any other duties that may be reasonably required
- Stay up-to-date with relevant developments in immigration law and practice.
- Support monitoring and evaluation work to further the purposes of the charity.
- Provide occasional casework cover for the casework supervisor in their absence.
- Participate in fundraising, awareness raising and community engagement activities where appropriate.
- Support the charity in maintaining compliance with IAA, AQS, safeguarding, GDPR and other regulatory requirements.

Person Specification

Essential

- Accreditation at IAA Level 1 or 2 or IAAS equivalent.
- Safeguarding Level 2 training or a willingness to undertake the training
- Experience of managing a caseload of immigration matters under supervision or independently (depending on accreditation level).
- Experience of working with vulnerable individuals from diverse cultural and linguistic backgrounds.

- Experience of maintaining accurate client records and case management systems.
- Excellent verbal and written communication skills.
- Ability to prioritise work and meet deadlines.
- Good IT skills including Microsoft 365
- Ability to work independently and manage workload with minimal supervision.
- Commitment to equality, diversity and inclusion.
- Ability to maintain professional boundaries and deal appropriately with sensitive and distressing situations.

Knowledge

- A thorough awareness and working knowledge of the law and policy as it relates to immigration applications.
- Familiarity with the requirements of the IAA in relation to the conduct of cases and to the management of case records.
- A good understanding of the backgrounds and experience of migrants both in their countries of origin and in the UK, and of the impact these have on their immigration applications.

Desirable

- Experience of working with the Home Office, other government departments, public sector organisations and local authorities.
- Knowledge of one or more languages, in addition to English.

Flexibility

The post holder is expected to be responsive to WWMS's policies, priorities and the changing needs of the organisation and will be expected to adapt their workload as required.

Wanstead and Woodford Migrant Support June 2026