

Medical Justice

health rights for people in immigration detention

www.medicaljustice.org.uk

Candidate Pack: Caseworker

This information pack contains the following:

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5. How to Apply
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Job Title	Caseworker
Salary	£33,000 per year, with cost-of-living increases (if relevant) three times a year plus an annual increase of £500 for 5 years and 5% pension contribution.
Reports to	Head of Clinical Evidence & Casework
Job purpose	Provide casework support to Medical Justice's detained clients, particularly in relation to accessing adequate healthcare and obtaining high-quality independent medical evidence to progress their legal cases.
Working hours	Full time (37.5 hours per week). Flexible working patterns can be considered.
Office	North London, near Finsbury Park. This role is primarily office-based, with some flexibility for remote working (up to two days per week) following the successful completion of a four-month probation period and an agreed training period to ensure the required in-person experience is gained.
Contract type	Permanent

Terms & Benefits	28 days per annum holiday, plus statutory bank holidays 2 wellbeing days annually Enhanced sick pay from day one Enhanced parental leave Access to one-to-one counselling sessions, employee assistance programme, group reflective sessions with a psychologist and trauma treatment if needed. Cycle to work scheme Weekly staff lunch
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About Medical Justice

Medical Justice works to uphold the health and associated legal rights of people in immigration detention and provides medical evidence of the devastating health harms of detention so that they are understood and acted on.

Medical Justice was formed in 2005 following the hunger strike of a Zimbabwean man detained in Harmondsworth Immigration Removal Centre (IRC). Despite being too weak to walk, staff at the IRC refused to arrange for him to be taken to hospital. A visitor to the centre contacted an independent doctor who visited the man in Harmondsworth, undertook an assessment and provided him with a medico-legal report (MLR). Only after the High Court issued an order was the man released to hospital, on the verge of organ failure, handcuffed, on day 28 of his hunger strike. After he recovered, he and others who had been detained, the doctor, and activists came together for a campaign meeting. The group called itself Medical Justice.

We began to send more doctors into IRCs, and in 2006, we negotiated a Home Office protocol which formalised the right of those detained to have access to independent doctors. We became a registered charity in 2009.

We now have 19 members of staff and more than 75 active volunteer clinicians and interpreters. Medical Justice handles over 500 referrals for people in detention each year. We join the British Medical Association's call for immigration detention to be phased out, and we secure lasting systemic change through targeted policy, research, parliamentary work and strategic litigation.

The medical evidence generated through our casework and visits by independent clinicians is audited and summarised in our research reports on the harm caused by immigration detention. Our last audit showed that 90% of clients we provided with an MLR were released from detention. Medical Justice's research forms the basis of our

briefings and submissions to alert key stakeholders, such as the Home Office, NHS England, medical professional bodies, and parliamentarians to ongoing issues and trends.

What people say about us:

- *“What Medical Justice did was absolutely remarkable. They sent two specialists to see me in Harmondsworth and they did the most amazingly thorough job documenting all my scars. Then I got my medico-legal report which was over 40 pages long. They did thorough, professional work – there is nothing more that they could have done and ultimately this work got me out of detention.”* – Medical Justice client
- *“[Medical Justice] has strong characteristics and a highly respected reputation. It is regarded as principled, expert and evidence-based, tenacious in its casework and policy work, fierce and ferocious when needed and brave in the way it speaks truth to power.”* – fellow NGO
- *“Medical Justice has an outsized impact for its size – it is highly effective and the team is absolutely terrific, which is all the more impressive in the difficult political context.”* – Medical Justice funder

Purpose of the role

Casework is at the heart of everything Medical Justice does. We assist vulnerable people in immigration detention to access medical evidence. The evidence we produce forms the basis of our advocacy work to secure lasting change, including our research into the systemic failures in safeguarding and healthcare provision, the harm caused by these shortcomings, and the harmful effect of immigration detention itself on the health of those who are subjected to it.

As a Caseworker you will have your own caseload and be working directly with people in immigration detention, many of whom may be very unwell, traumatised and experiencing deterioration in their health. You will coordinate with our clinicians and, if clients have legal representation, their lawyers, to organise medical assessments. You will maintain communication with your clients throughout this process, acting as a key point of contact.

We are looking for an experienced caseworker, who can use their compassion and organisational skills to support clients in extremely vulnerable situations. We are looking for someone who has experience dealing with clients in crisis situations, who is resilient and able to manage complex, often traumatic, caseloads in a professional and empathetic way. You will play a key role in striving to ensure clients receive access to adequate healthcare and that they obtain high-quality independent medical evidence to

progress their legal cases. You will be working as part of a small, dedicated team of caseworkers dealing with around 500 referrals a year.

Main duties and responsibilities

1. Manage a caseload of detained clients' cases with support from Head of Clinical Evidence & Casework
2. Provide ongoing updates and support to clients by phone
3. Obtain relevant consent from detained clients
4. Gather required information about detained clients, including medical records and legal documents
5. Liaise with clients' legal representatives, friends or family members and other support agencies who are involved in the client's case.
6. Assess detained clients' needs and signpost clients to the relevant Medical Justice resources available that could assist them
7. Identify and raise any immediate concerns about your client appropriately within Medical Justice and externally, following Medical Justice policies
8. Prioritise and triage new referrals (in collaboration with Head of Clinical Evidence & Casework and the rest of the Casework Team), including feeding into decision making regarding rejecting referrals and onward signposting.
9. Develop and agree a plan of action with the Head of Clinical Evidence & Casework to ensure appropriate steps are taken to assist the detained person including:
 - a. Collate existing medical evidence and generate new medical evidence, including medico-legal reports (MLRs) and/or professional letters produced following Medical Justice clinicians' assessments in detention and/or remotely.
 - b. Challenge instances of inadequate healthcare provision
 - c. Facilitate access to good quality legal representation to challenge detention and make the best use of our medical evidence
 - d. Facilitate access to appropriate onward support, including accommodation and access to healthcare once clients are released from detention and no longer fall under Medical Justice's remit
10. Carry out other actions agreed with the Head of Clinical Evidence & Casework to implement the clients' action plan. This could include:
 - a. Coordinating medical visits to detained clients, preparing instructions and documents for the visiting clinician

- b. Providing information to the Office Manager for booking medical visits and interpreters
 - c. Liaising with healthcare providers in the immigration removal centre
 - d. Supporting clients to access appropriate legal representation
 - e. Signposting or making referrals to other organisations
11. Keep accurate, clear notes and updates on client files on the organisational case management systems, including the Medical Justice database.
 12. With support from the Head of Clinical Evidence & Casework and Clinical Advisor/Clinical Reviewers, ensure medical evidence generated is accurate, and aligns with instructions and Medical Justice guidance
 13. Actively feedback to the staff team new information or trends regarding immigration detention conditions
 14. Provide any relevant input to the developing Monitoring & Evaluation framework and the quarterly report for Trustees on Medical Justice casework
 15. Collaborate with other staff and partner organisations in activities to secure lasting change including litigation, research, policy work and media work. This could include identification of cases, assisting with contacting clients about this work, and contributing to briefings and witness statements
 16. Where required, attend other meetings and events as agreed with the Head of Clinical Evidence & Casework, including Trustee meetings and events with partner organisations
 17. Assist in other Medical Justice activities, including clinician and interpreter training
 18. Respect and comply with Medical Justice's policies and procedures, including client confidentiality, equality and diversity, health and safety, and safeguarding.
 19. Work flexibly as a member of the team and the organisation and undertake other reasonable duties and responsibilities at the request of the Head of Clinical Evidence & Casework.
 20. Assist in the smooth running of the organisation, working with other Medical Justice staff and the Trustees to meet its overall objectives, including participation in periodic performance and training reviews, and contributing to organisation development.
 21. Pro-actively share relevant information and expertise within the organisation and keep all records, statistics and information in accordance with Medical Justice policy and practice.

22. Actively engage and take responsibility for communicating clearly on workload, stress levels and maintain good wellbeing practices to build resilience as you will be working in challenging circumstances and with traumatised individuals.

Person Specification

Essential Criteria

- A strong commitment to Medical Justice's values and human rights.
- Awareness of the issues facing people who are detained in immigration removal centres or under immigration powers, and an understanding of the experience and medical needs of asylum seekers, migrants and refugees in the UK.
- Knowledge of asylum and immigration law (though no legal qualification or IAA accreditation is required as Medical Justice does not provide legal advice)
- Experience in a similar casework role within or outside the UK
- Strong organisational skills with the ability to manage multiple tasks and prioritise effectively to meet deadlines including the ability to reprioritise in urgent situations.
- Ability to identify risks, including safeguarding concerns, and raise issues in timely manner and in line with both legal and internal reporting requirements.
- Experience of, and motivation to work with vulnerable people, including confidence in supporting people at times of crisis
- Ability to approach challenges with a positive attitude and emotional resilience to support vulnerable clients in crisis situations, especially where there are limited avenues to provide support.
- Be non-judgmental, with a calm and sensitive attitude, and willing to work to support people from a range of backgrounds, including those who may have criminal convictions
- Ability to work independently as well as collaboratively within a small team in a challenging environment.
- Understanding of data protection principles (e.g. GDPR) and experience handling confidential information.
- Proven experience maintaining accurate records and systems, with excellent attention to detail.
- Keen awareness of your abilities including identifying your own strengths and areas for development, as well as seeking support from team members and your line manager when needed,
- Excellent communication skills, including written and spoken English, with an ability to liaise professionally with a range of stakeholders including volunteers and communicating with empathy and compassion with our clients.

- Highly IT proficient (Medical Justice uses Microsoft 365), with confidence navigating spreadsheets, databases and using word processing programmes.
- The right to work in the UK.

Desirable

- Awareness of the conditions and health harms in immigration detention.
- Knowledge of immigration law firms (particularly legal aid providers)
- Ability to speak any additional language spoken by people held in immigration detention
- Experience working with clinical teams in the generation of medico-legal reports. Experience working with clients who have complex medical needs and those who lack mental capacity.
- Lived experience of immigration detention, hostile immigration systems and/or forced displacement.

How to apply:

Please complete an application form and send both this and your CV recruitment@medicaljustice.org.uk.

Application forms can be downloaded from our website [here](#)

The application form asks you to submit details of your professional experience and to respond to questions which showcase your ability and experience to carry out this role.

If you have any difficulties accessing the form or any questions about the role, please contact recruitment@medicaljustice.org.uk.

We are actively interviewing for this role.

We will be actively interviewing for this role and encourage interested candidates to apply as soon as possible. Please note that we may close this vacancy ahead of the stated deadline if suitable candidates are identified.

All applications submitted prior to closure will be considered fairly and in line with our recruitment process.

If the vacancy is not closed early, applications will be accepted until **Friday 17 July at 23:30**.

We are unable to accept any late or incomplete applications.

We operate an anonymous shortlisting process. Prior to shortlisting, your name and personal details will be redacted, and the shortlisting panel will not have access to these details.

Unfortunately, we are unable to provide feedback to applicants who are not shortlisted for this role.

Information sessions

We offer informal online information sessions, through Microsoft Teams, about Medical Justice and its work, as well as an opportunity to ask questions about the role before the application deadline. The sessions will take place on:

- Monday 29 June: 13:00 – 14:00
- Friday 3 July: 13:00 – 14:00

Please note that you will not be expected to appear on camera and do not need to use your full name during this session.

To confirm a place on one of the sessions or if you have any questions about this role, please email recruitment@medicaljustice.org.uk.

Value of lived experience

Medical Justice is committed to improving the representation of people with lived experience at all levels in the organisation. We recognise that some potential candidates who bring the voice and lived experience that we need may have had less opportunity to develop a track record in these roles. We are keen to look beyond the traditional review of your qualifications and work experience to what relevant knowledge and skills you may have acquired through your life experience.

We welcome and encourage applications from refugees and other migrants, and from people with lived experience of detention, which could include detention in another country, or in the UK (immigration detention in an IRC or prison or being placed in institutional asylum accommodation such as military barracks). Whilst the fact that your lived experience will be of relevance, there will be no expectation that you talk about your personal experiences.

We are a member of the Experts by Experience Employment Network (EBE) led by individuals with lived experience of the asylum system. We warmly encourage applicants with lived experience to make use of the guidance and resources available on the EBE website.

References

We will ask for the names and contact details of at least two recent professional (workplace or academic) referees prior to making any offer of employment. We recognise that it may sometimes be difficult for refugees, those who have been in the criminal justice system or been out of formal employment for an extended period to

provide these kinds of references, and we are therefore happy to discuss individual circumstances with candidates in this position if they are selected for an interview.

Equal Opportunities

Medical Justice is committed to operating as an equal opportunities organisation. We recognise the potential barriers to employment posed by race and ethnicity, disability, nationality, gender or gender identity, age, sexual orientation, religion or belief, and pregnancy or parenthood, and work to ensure that our recruitment policy takes them into consideration. Medical Justice will seek to make reasonable adjustments to the physical office environment to overcome barriers to employment caused by disability and encourages applications from candidates with disabilities.

AI Use

We recognise that many people now use AI tools in their daily lives. While we would like to hear, in your own words, how you meet the person specification and about your previous experience, we understand that some applicants may use AI to help format their answers. Please do not use AI to generate the content of your application. If you choose to use it for formatting purposes, we ask that you let us know.

Recruitment timeline

The recruitment process and timeline will be:

- Monday 29 June: 13:00 – 14:00: Information session one
- Friday 3 July: 13:00 – 14:00: Information session two

Interviews:

- We'll be interviewing on a rolling basis, so we'd encourage you to apply as soon as possible if you're interested.
- Interviews will take place in person at the Medical Justice office.

Medical Justice pays for reasonable travel expenses within the UK to and from the in-person interview.

There will be a small interview panel drawn from our staff and Trustee board. We will provide further information about panellists to shortlisted candidates ahead of interviews taking place.

If you have any questions about the application or the role, please email recruitment@medicaljustice.org.uk.

Thank you for your interest in working for Medical Justice, and I look forward to seeing your application.

Yours sincerely,

A handwritten signature in black ink that reads "Emma Ginn." The signature is written in a cursive style with a small dot at the end.

Emma Ginn, Director