

# Support Service Caseworker

## Job Description



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| <b>Job Title</b>      | <b>Support Service Caseworker</b>                               |
| <b>Reports to</b>     | <b>Head of Support Service and Designated Safeguarding Lead</b> |
| <b>Hours</b>          | <b>22.5 hrs - Employment basis 0.6</b>                          |
| <b>Salary</b>         | <b>FTE £27,040k Pro Rata (0.6 = £16,224k)</b>                   |
| <b>Direct reports</b> | <b>Support Service Volunteers</b>                               |

### **Role purpose**

To provide advice and support to refugees, asylum seekers and migrants.

To ensure the Centre provides excellent support, advice, and advocacy to clients that meets their complex needs and in particular helps them to overcome barriers to learning and integration into the community and to fulfil their ambitions in education and employment.

### **Main responsibilities**

#### **Advice and Support sessions**

1. To provide individual advice and support casework sessions to refugees, asylum seekers and migrants with a focus on destitute asylum seekers.
2. To hold and manage the caseload and respond to the varying need of the client group.
3. To advocate for and represent clients as appropriate.
4. To undertake follow up work as necessary, including appropriate onwards referrals
5. To make referrals to partner organisations and maintain a supportive relationship with partners.
6. To record, monitor, and evaluate work as appropriate.
7. To lead group Support Service sessions and invite partners to lead sessions as directed by the Head of Support Service.
8. To undertake administrative responsibilities relating to client information to identify client issues, keep client information up to date
9. To carry out monitoring and evaluation where required by the Head of Fundraising and Communications

#### **Planning and development**

1. To contribute to the development of a strategic approach to the provision of advice and support at the Centre that brings together advice and support provision which is accessed by clients, reflects current best practice, meets the needs of clients and fulfils our desire to support clients holistically.
2. To work with external providers of advice services and other internal providers, to ensure the Centre is meeting the needs of clients.
3. Undertake any duties consistent with the overall purpose of the role and the Centre as directed by the Chief Executive.
4. Represent the Centre in a range of local networks and forums as required.
5. To provide information, case studies and reports as requested to contribute to reports to funders, annual reports, social media, website, comms etc.

#### **Meetings, feedback and general**

1. To attend regular staff and Centre meetings as directed by the Chief Executive.
2. Give feedback on and contribute to planning other Centre activities and events.
3. To observe all Centre policies and protocols including the Privacy and Safeguarding Policies.
4. To work both in person at our Centre in Islington and remotely via Zoom meetings and phone calls, depending on the demands of the role and the overall Centre timetable.

## Person specification: Support Service Caseworker

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| <b>Qualifications</b>                       | Degree or above   | Essential |
|   | Counselling qualification (or working towards)  | Desirable |
|   | OISC Level 1 (or working towards)   | Desirable |
| <b>Experience</b>                           | Experience of one to one work with clients  | Essential |
|   | Recent relevant professional development  | Desirable |
|   | Experience of working with a range of issues and problems within the refugee sector   | Desirable |
|   | Awareness of common practices within a support environment  | Desirable |
|   | Experience of working in the voluntary sector   | Desirable |
| <b>Skills</b>                               | Excellent communication and interpersonal skills  | Essential |
|   | Excellent organisational skills   | Essential |
|   | Effective IT and data management skills   | Essential |
|   | Excellent time management skills  | Essential |
|   | Excellent people management skills  | Essential |
|   | Additional language skills: our most common languages are French, Arabic, Farsi, Tigrinia, Turkish, Kurdish, Russian  | Desirable |
| <b>Competencies</b>                         | Reliable, punctual and honest.<br>Energetic, able to cope with demands of the job.<br>Empathetic, friendly, positive outlook, responsible and responsive to the needs of others.<br>Able to respect confidentiality.<br>Able to work both individually and as part of a team. | Essential |
| <b>Islington Centre aims and objectives</b> |   |           |
|   | Strong understanding and empathy for the issues faced by refugees, asylum seekers and migrants.   | Essential |
|   | Commitment to fulfilling the organisation's strategic objectives.   | Essential |
|   | Understanding of the challenges and opportunities of working in a small charity.  | Essential |
|   | Understanding of best practice in working with vulnerable people and commitment to working within the organisation's safeguarding policy.   | Essential |
|   | Commitment and understanding to actively promoting the principles of equal opportunities.   | Essential |